

Fig. 1

Figure 1

2/60

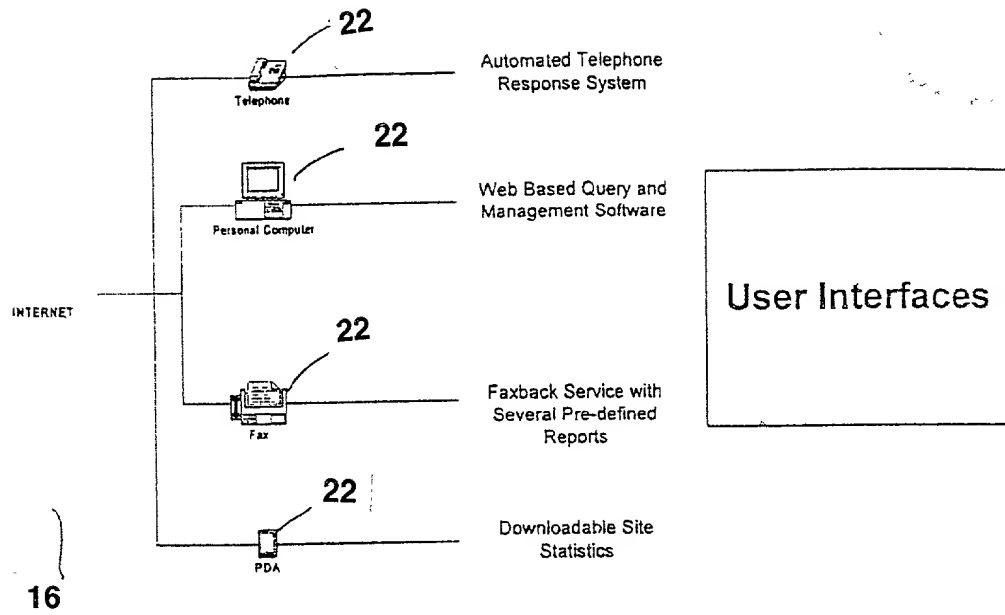


Figure 2

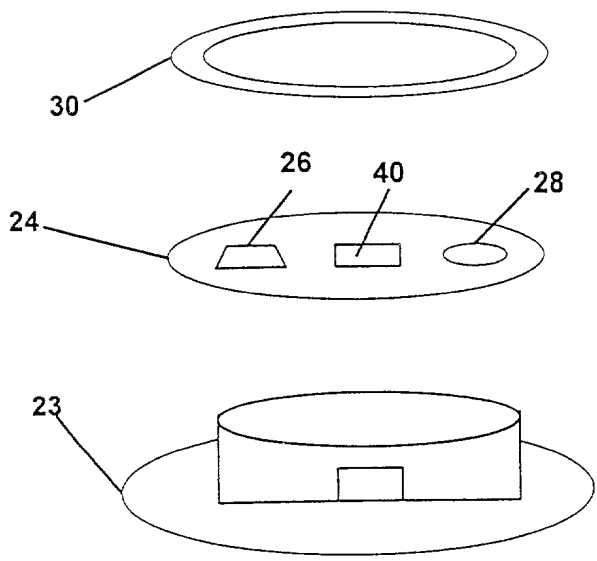


Figure 3

4/60

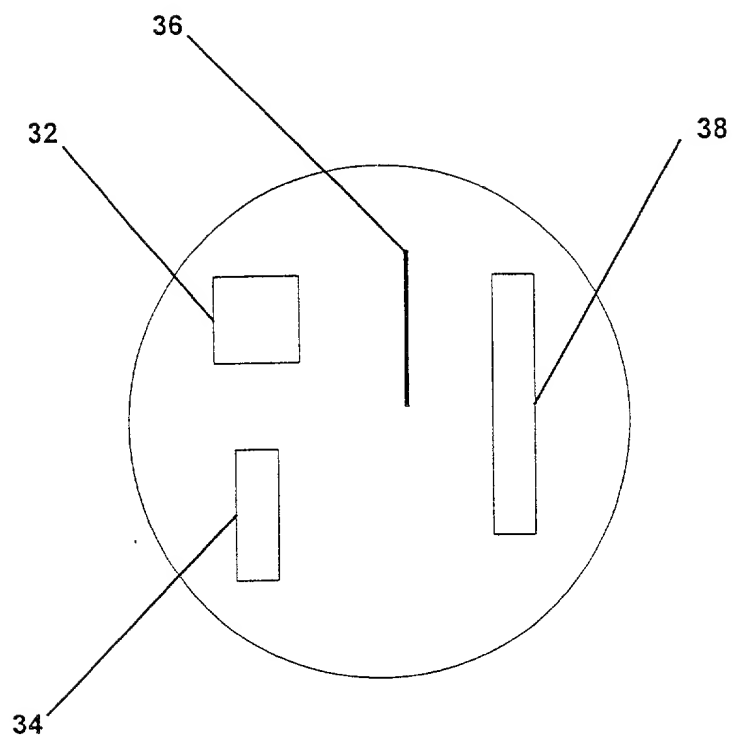


Figure 4



5/60

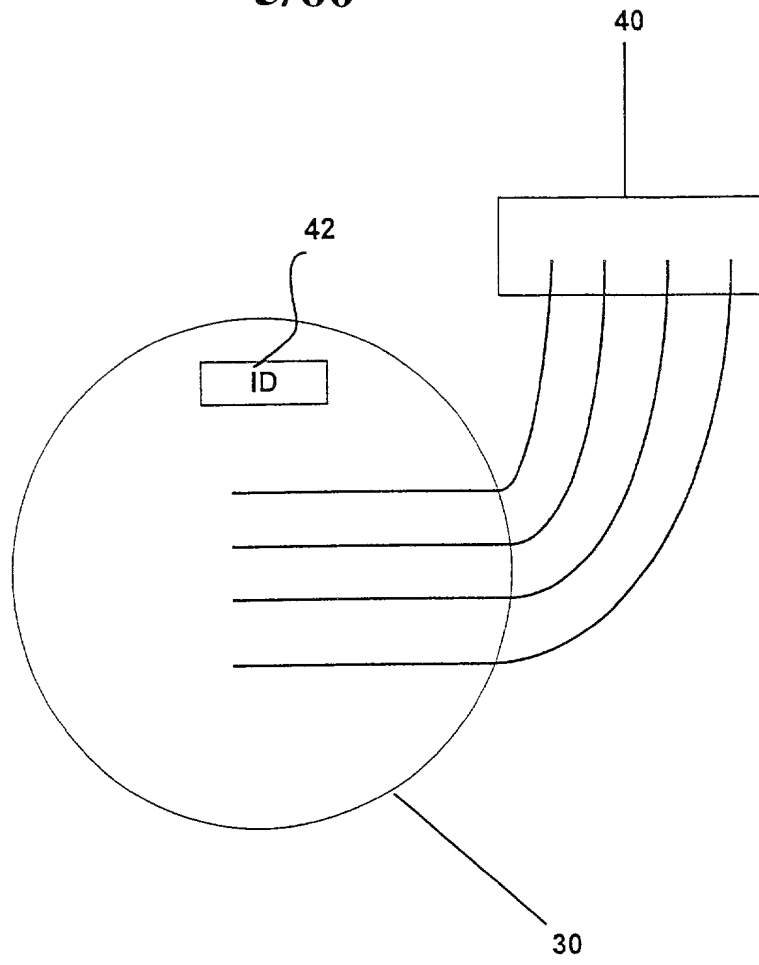


Figure 5

6/60

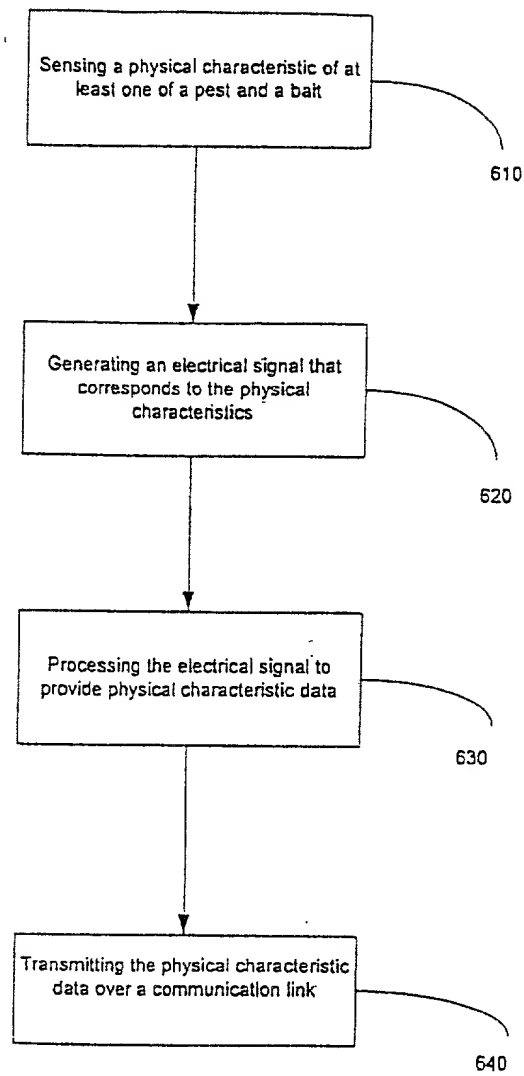


Figure 6A

7/60

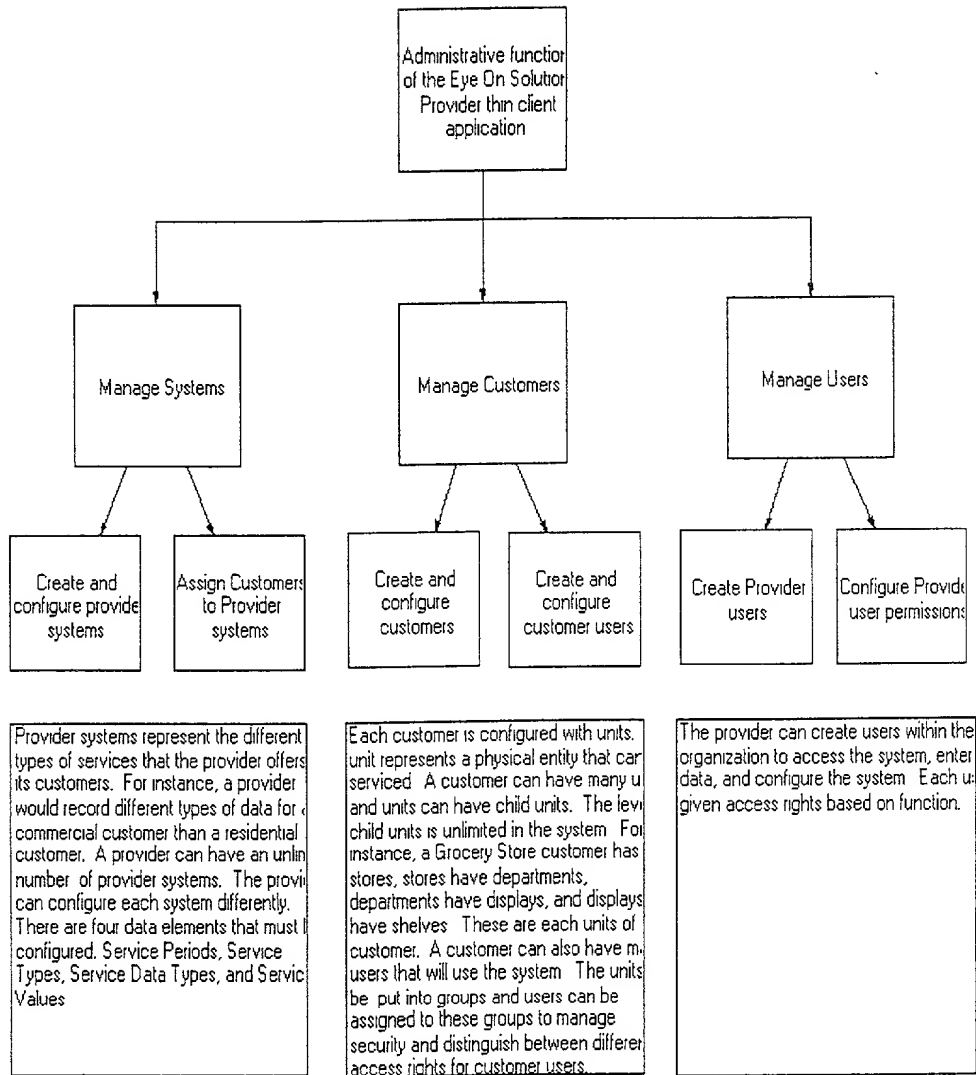
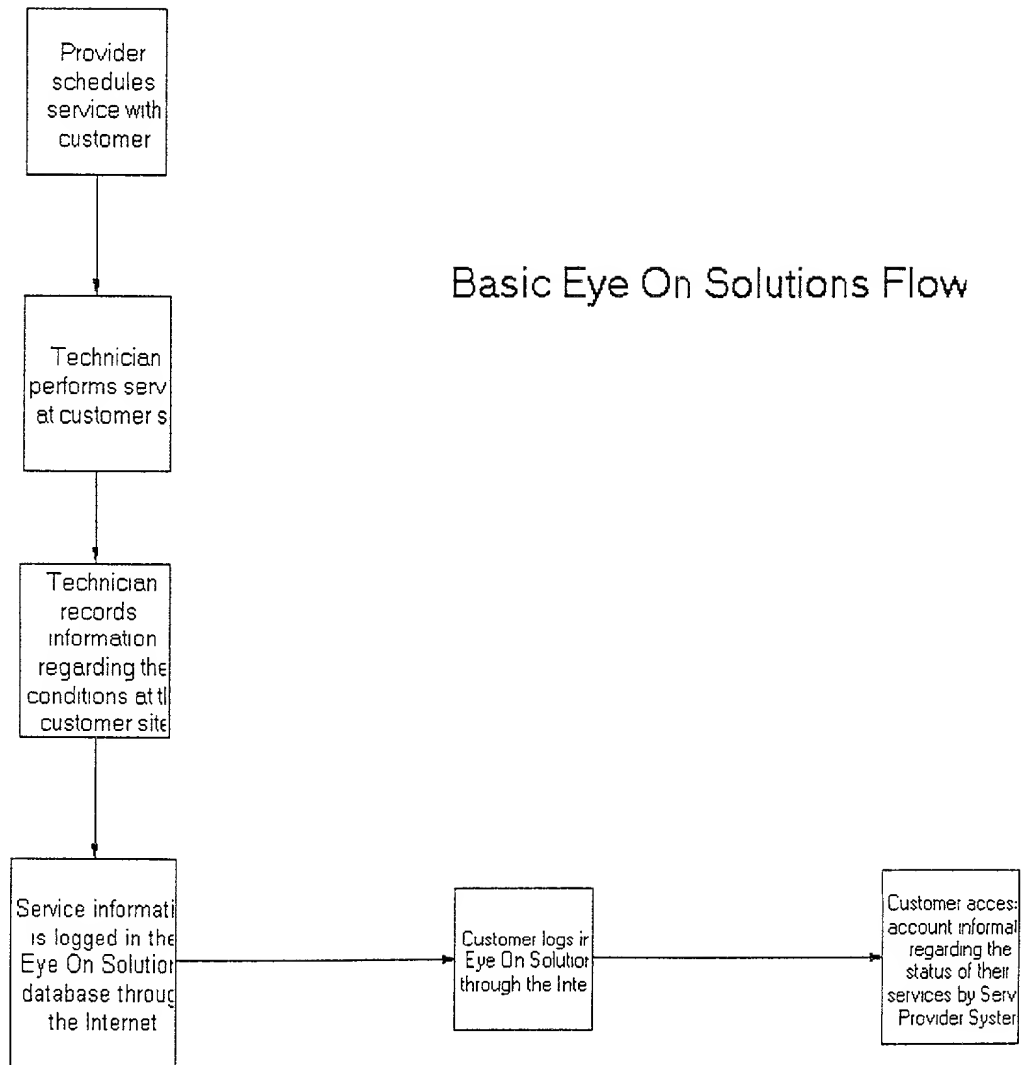


Figure 6B



**Figure 6C**

9/60

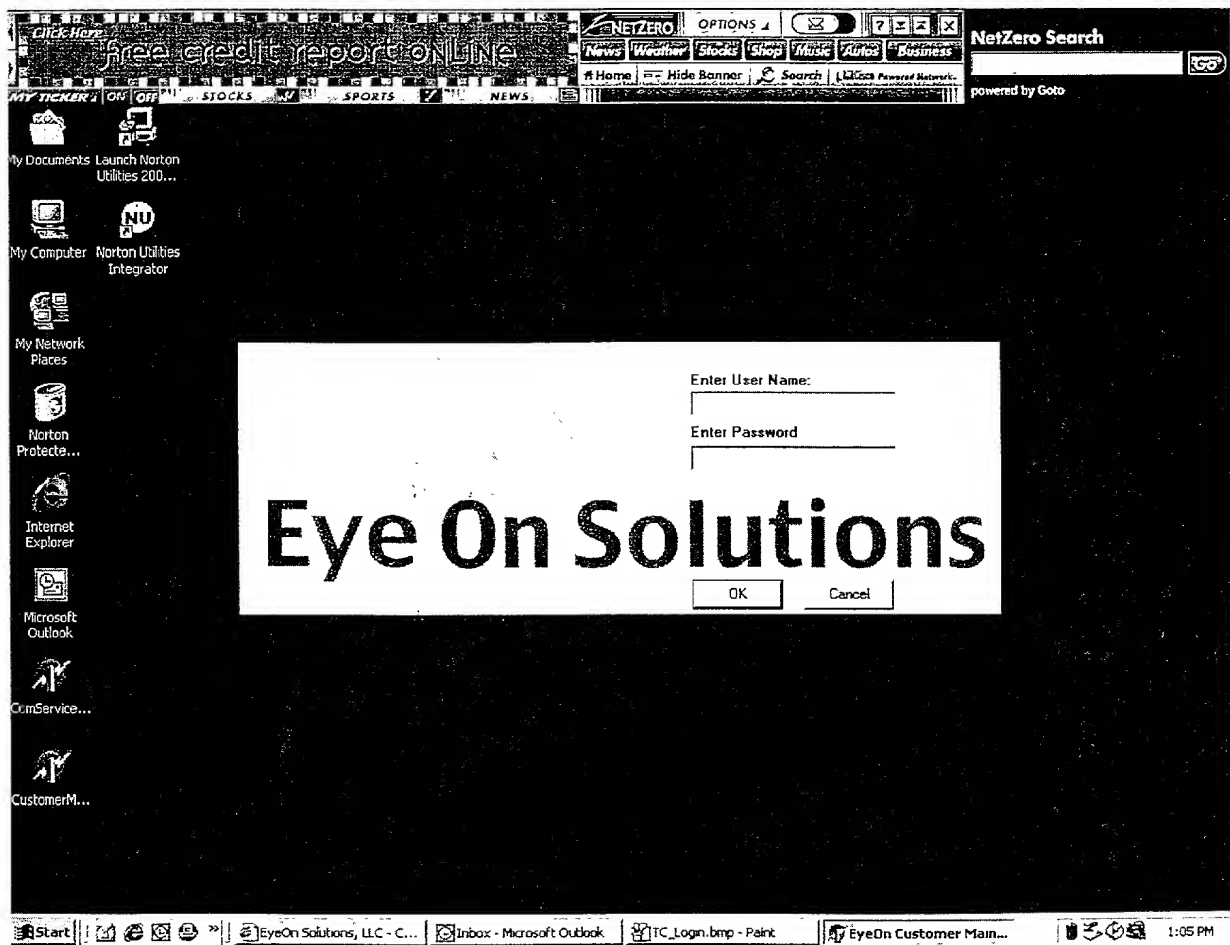


Figure 7A

10/60

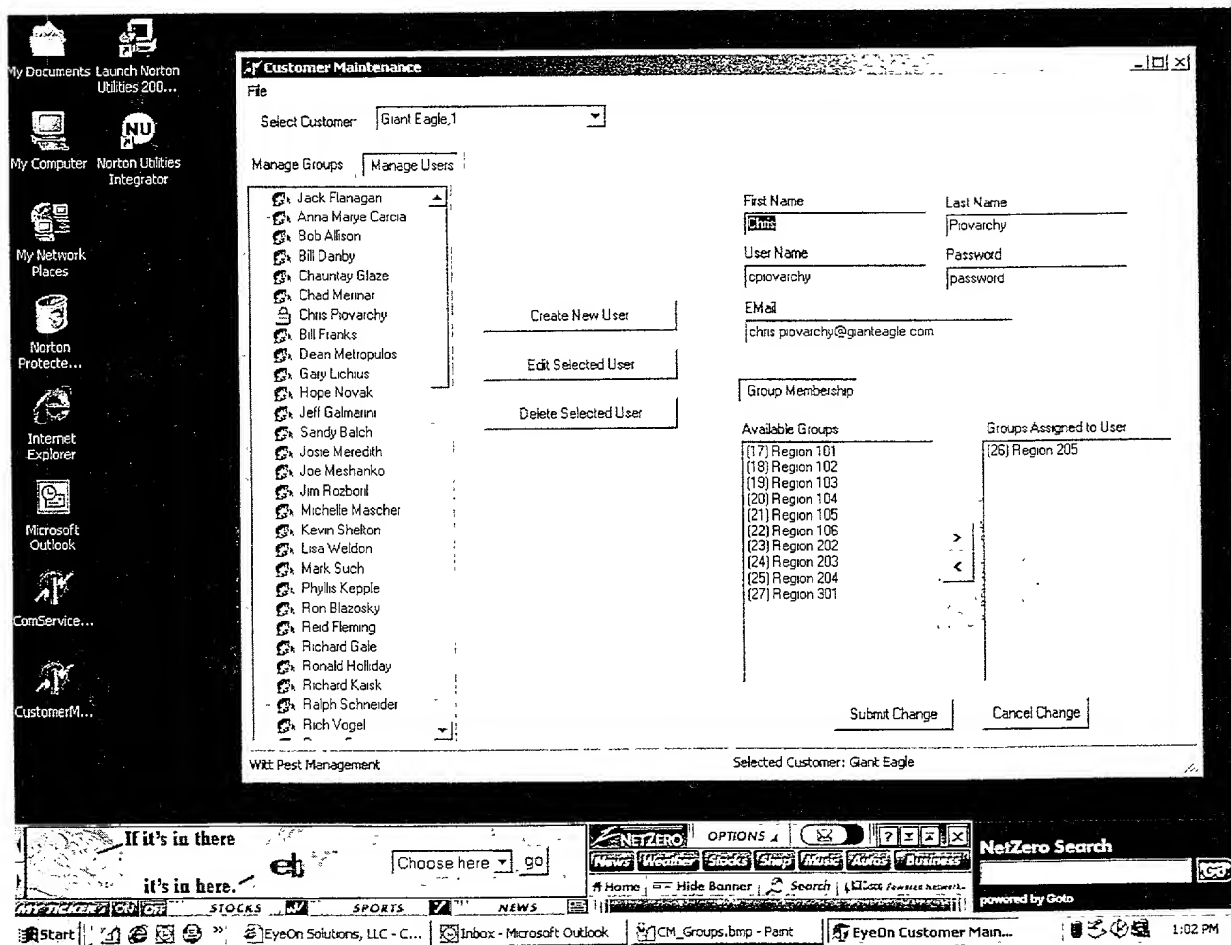


Figure 7B

11/60

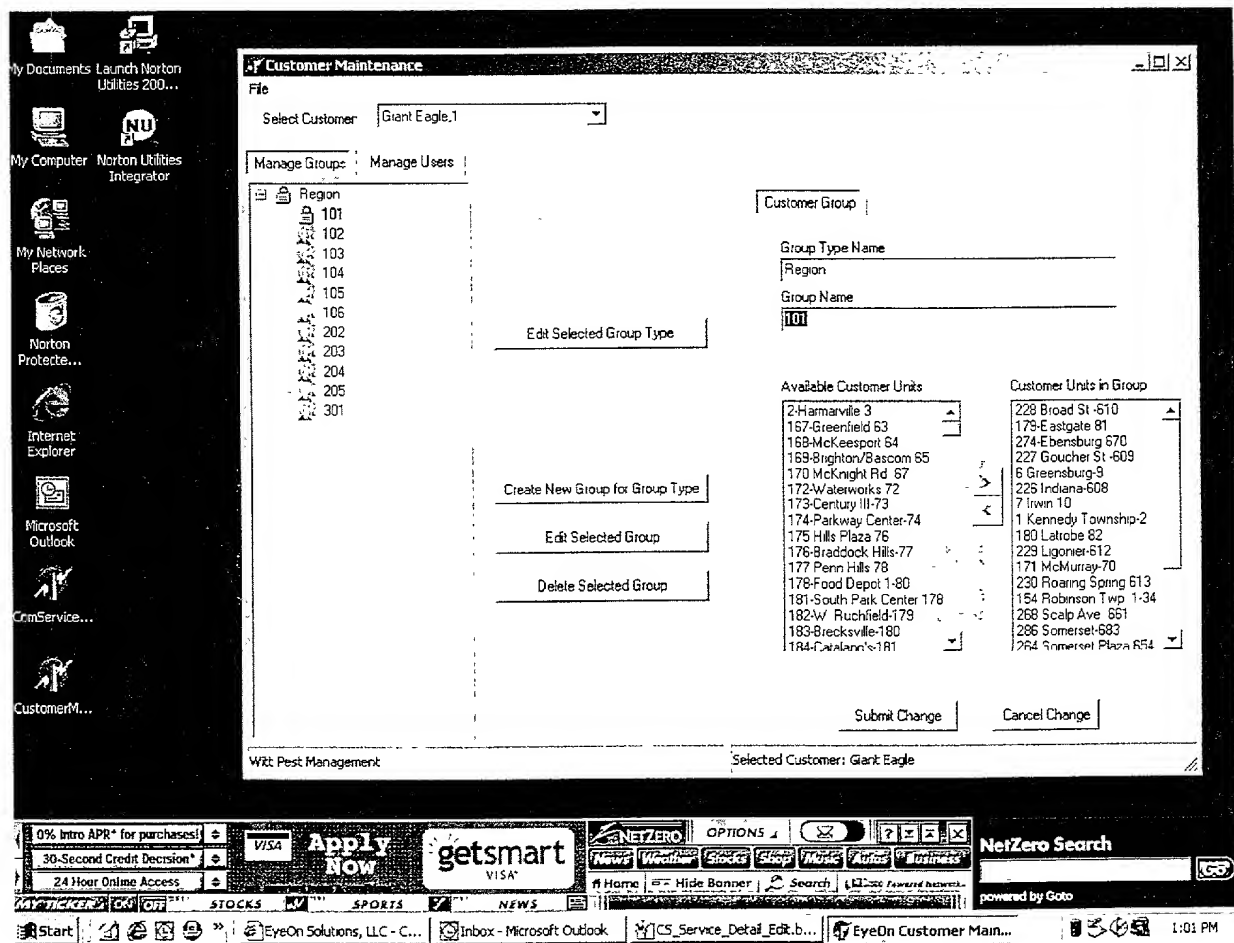


Figure 7C

12/60

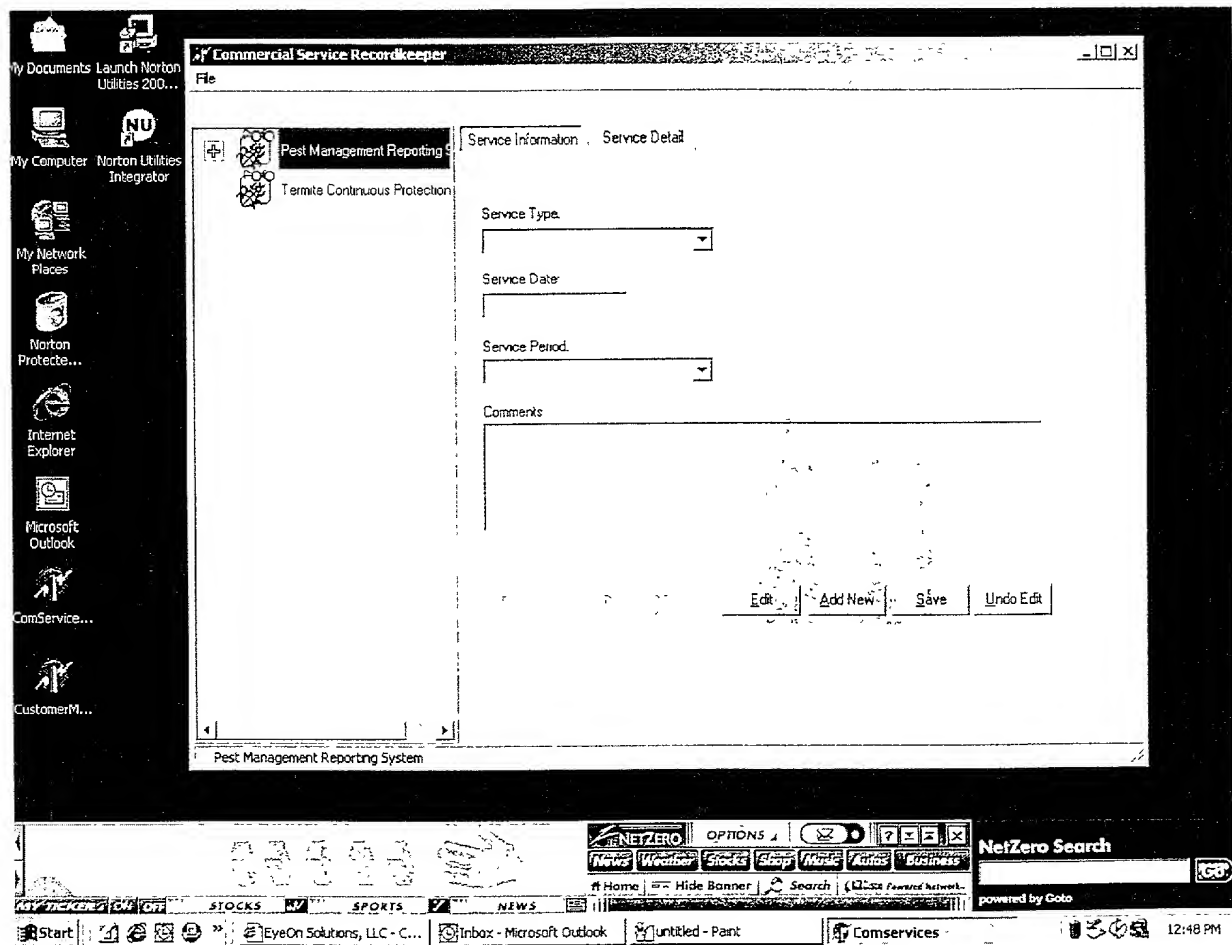


Figure 8A



13/60

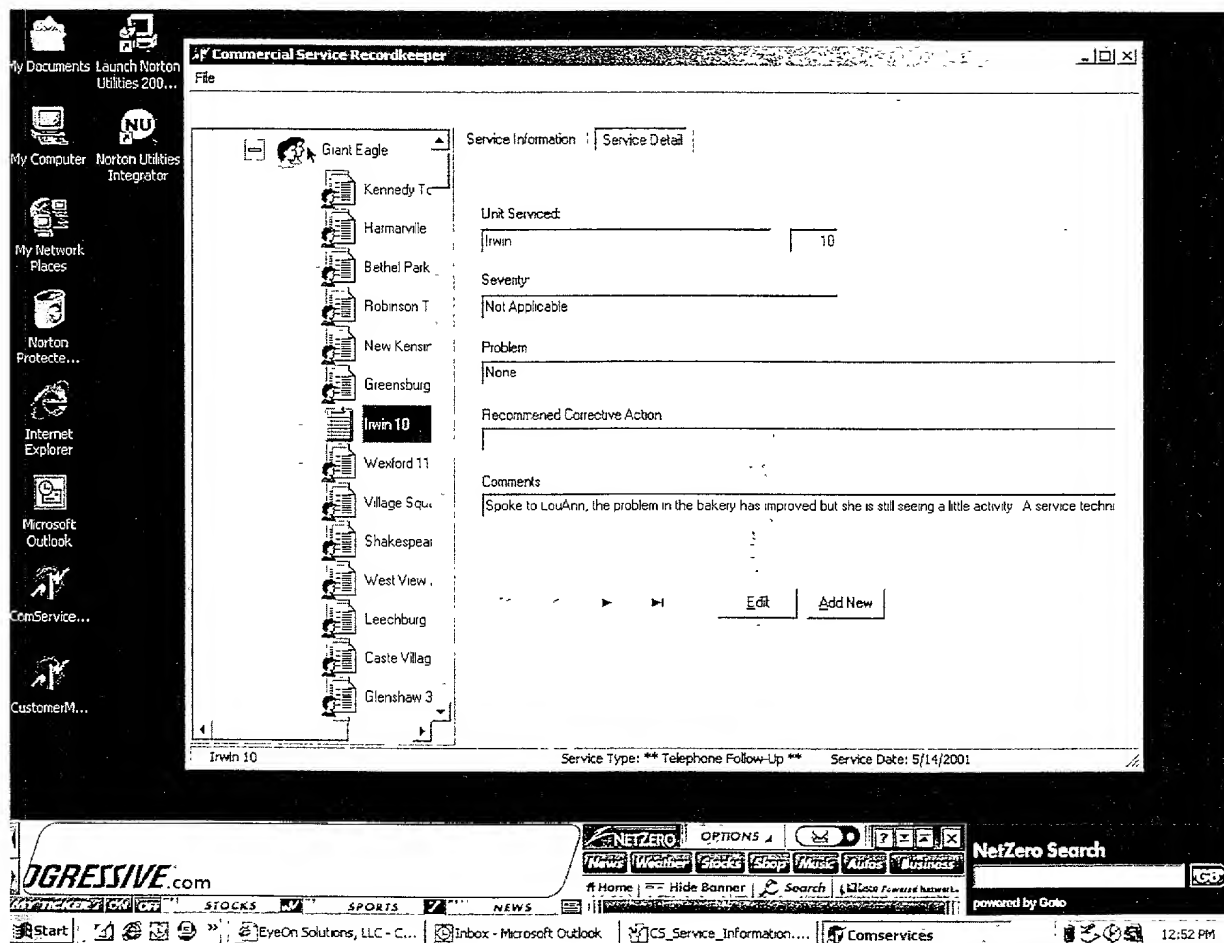


Figure 8B

14/60

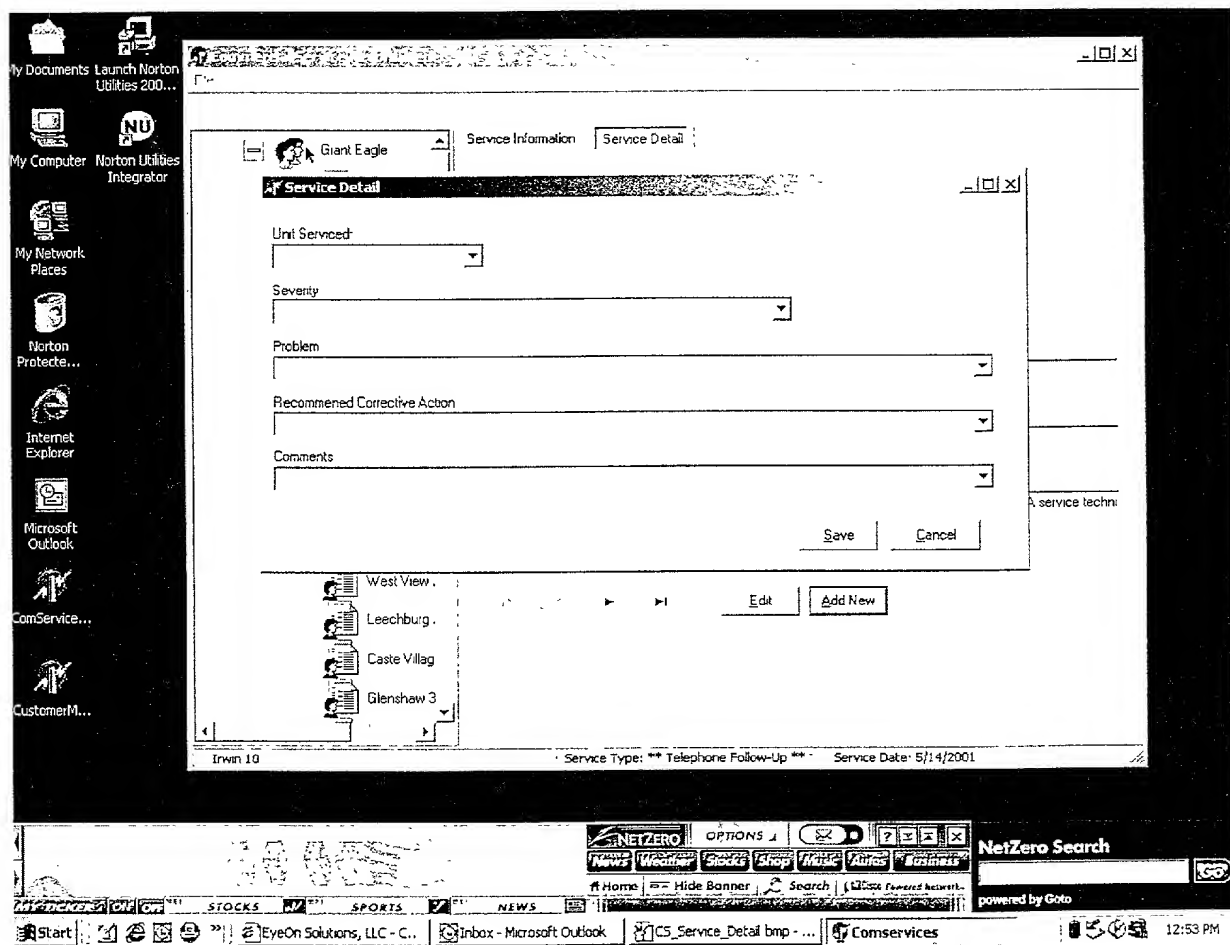


Figure 8C

The screenshot displays a web-based service management interface. The main window is titled 'Service Detail' and contains the following elements:

- Service Information:** A tabbed interface with 'Service Information' and 'Service Detail' tabs. The 'Service Detail' tab is active.
- Unit Served:** A dropdown menu with the following options: Bakery 1, Breakroom-1, Bulk Food Aisle 1, Dairy-1, Damaged Product-1, Deli 1, Dog Food-1, Dumpster-1, and Recommended Corrective Action.
- Comments:** A text area for entering service details.
- Recommended Corrective Action:** A dropdown menu for selecting the type of corrective action.
- Buttons:** 'Save' and 'Cancel' buttons are located at the bottom right of the form.
- Location List:** A sidebar on the left lists various locations: West View, Leechburg, Caste Villag, and Glenshaw 3.
- Service Type and Date:** At the bottom of the form, it shows 'Service Type: \*\* Telephone Follow-Up \*\*' and 'Service Date: 5/14/2001'.
- Page Footer:** The bottom of the page features a NetZero search bar, a taskbar with icons for 'Start', 'EyeOn Solutions, LLC - C...', 'Inbox - Microsoft Outlook', 'CS\_Service\_Detail\_Add...', and 'Comservices', and a clock showing '12:54 PM'.

Figure 8D

16/60

My Documents Launch Norton Utilities 200...  
My Computer Norton Utilities Integrator  
My Network Places  
Norton Protecte...  
Internet Explorer  
Microsoft Outlook  
ComService...  
CustomerM...

Service information Service Detail

Unit Serviced:  
Bakery-1

Severity  
Not Applicable  
No Infestation  
Potential Problem  
Moderate Infestation  
Heavy Infestation Needs immediate attention  
Needs immediate attention by on-site personnel

Comments

Save Cancel

West View  
Leechburg  
Castle Village  
Glenshaw 3

Irwin 10

Service Type: \*\* Telephone Follow-Up \*\* Service Date: 5/14/2001

FIND OUT with your FREE CREDIT REPORT online. CLICK HERE

NETZERO OPTIONS News Weather Stocks Shop Music Autos Business

NetZero Search powered by Goto

Start EyeOn Solutions, LLC - C... Inbox - Microsoft Outlook CS\_Service\_Detail\_Units... Comservices 12:55 PM

Figure 8E

17/60

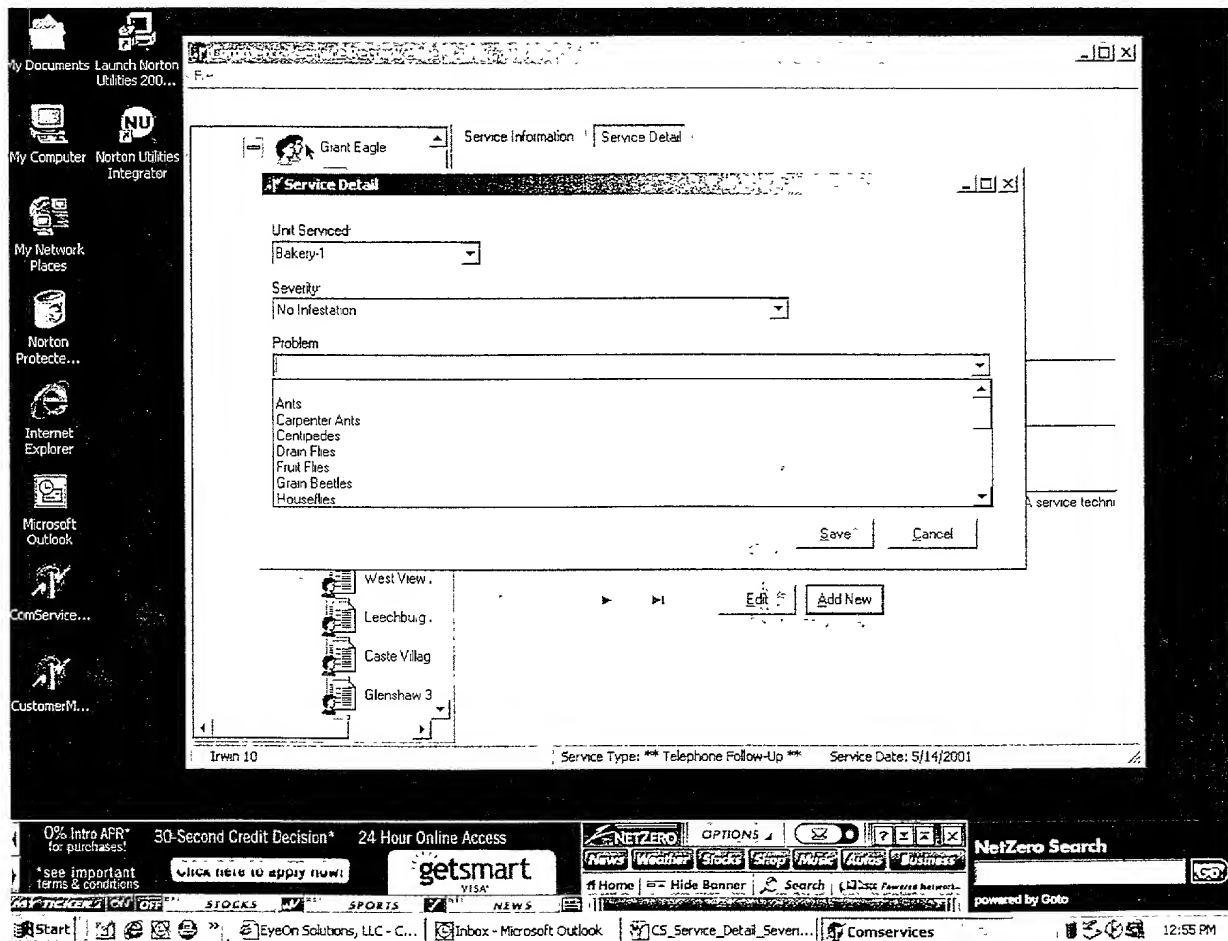


Figure 8F

18/60

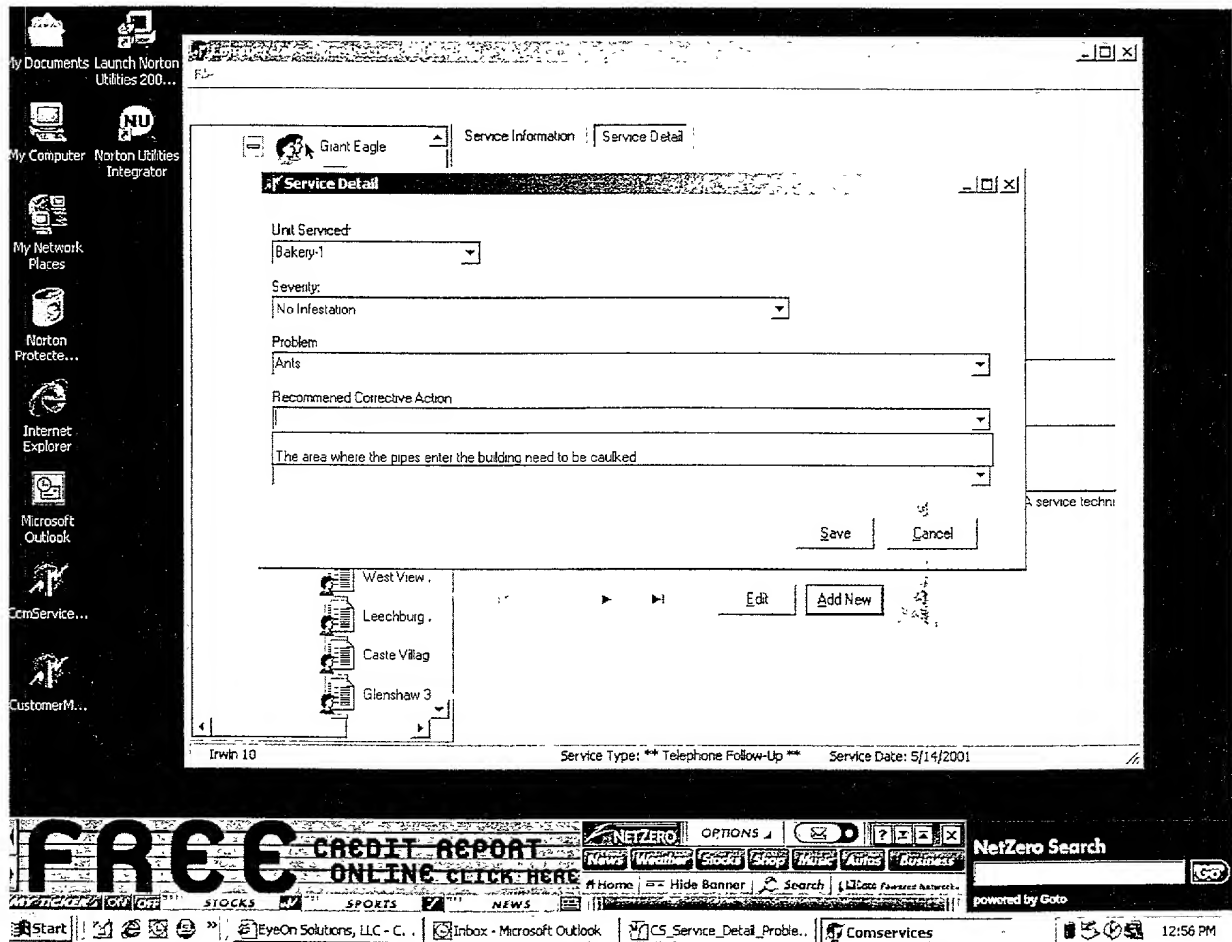


Figure 8G

[illegible]

### Figure 8H

20/60

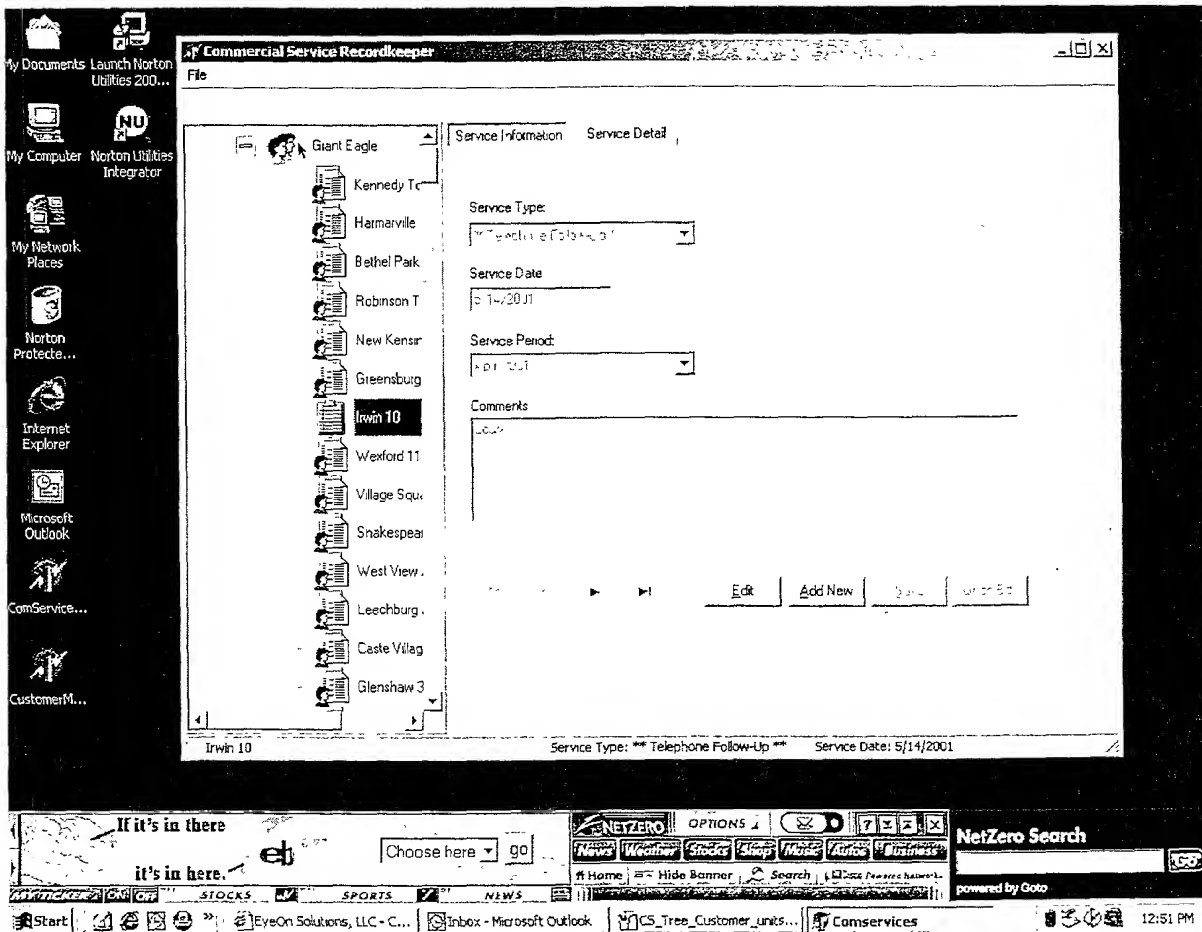


Figure 8I



21/60

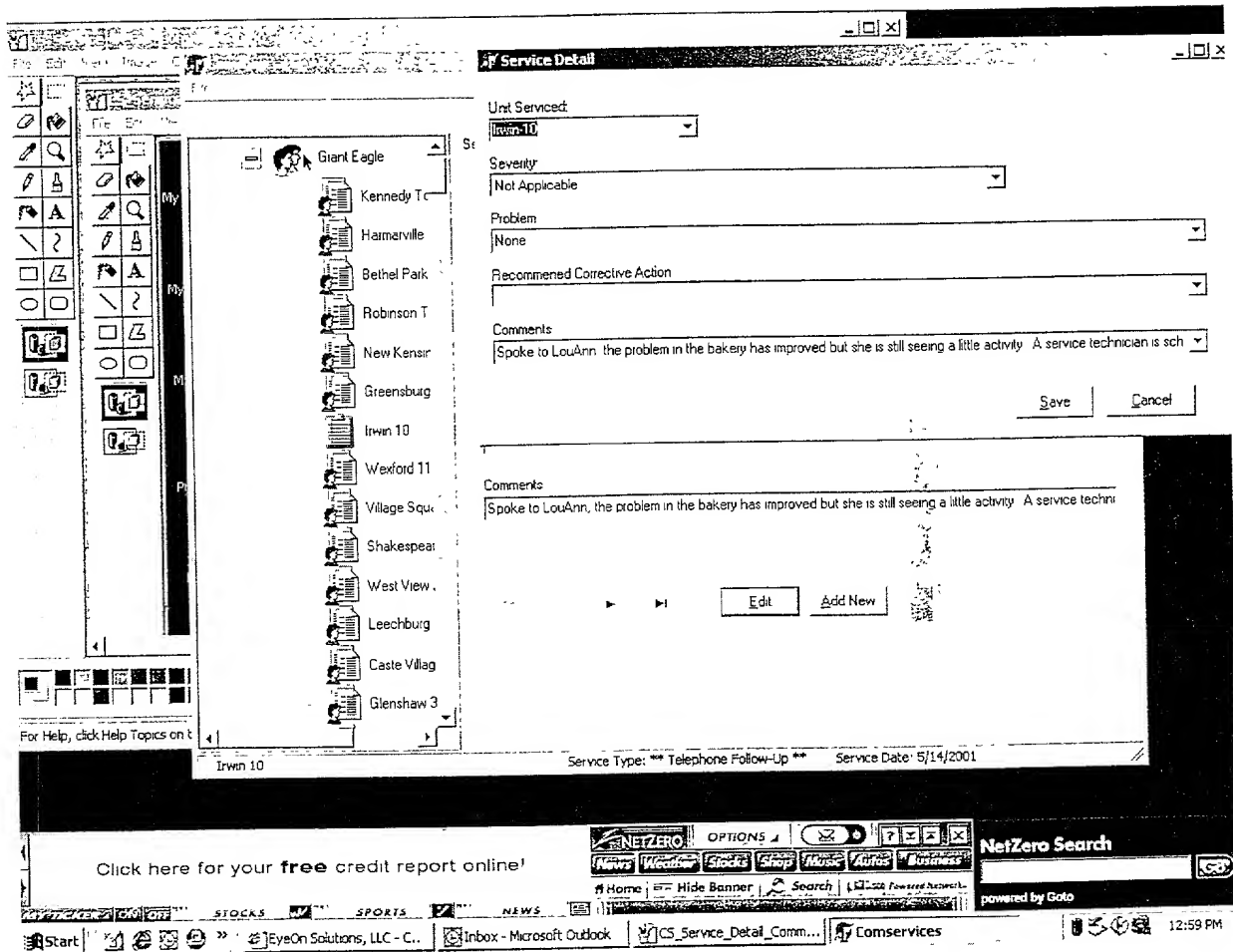


Figure 8J

22/60

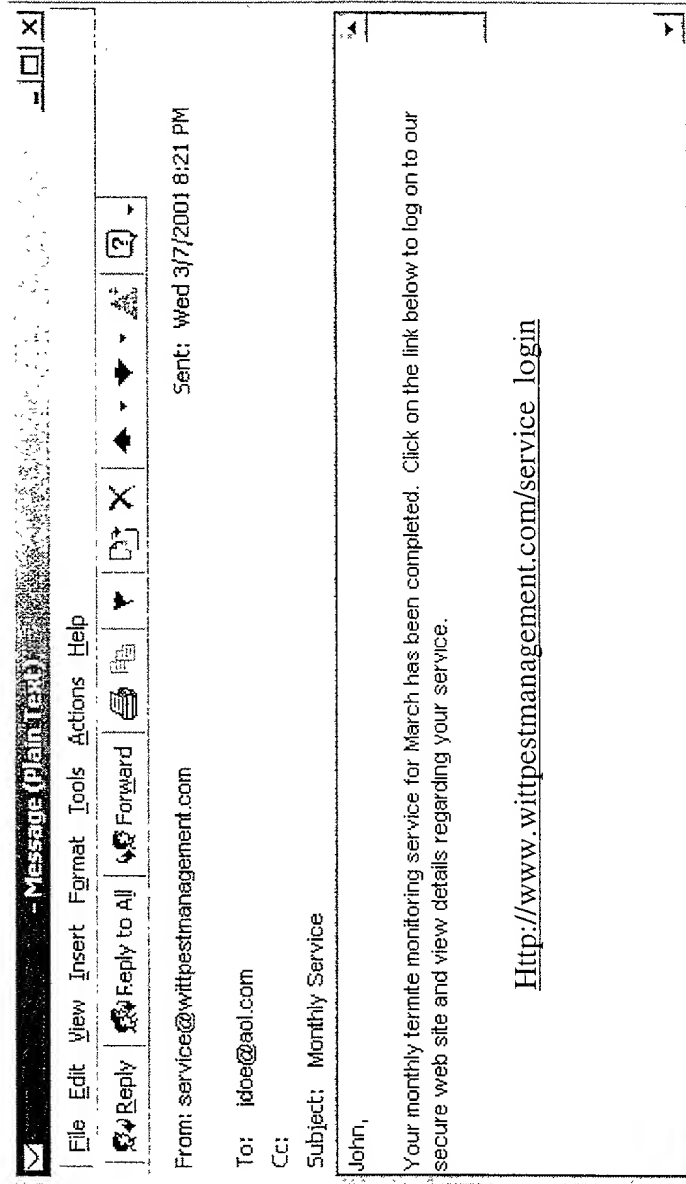


Figure 9A

Internet Explorer window: EyeOn Solutions, LLC - Customer LogIn - Microsoft Internet Explorer

Address: [http://www.witpestmanagement.com/service\\_login](http://www.witpestmanagement.com/service_login)

File Edit View Favorites Tools Help Send

Back Forward Stop Search History Favorites

**Eye On Solutions**

User Name:

Password:

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Eye On Solutions is a patent pending process.

Done

Figure 9B

Logged In  
John Doe  
Current Time  
3/21/2001 12:35:41 PM  
Last Login  
3/20/2001 10:52:28 AM

WITT

PEST MANAGEMENT

Termite Continuous  
Protection Plan

Account Status

Service Schedule

Building Layouts

Detail Reports

Send Station Comments  
to Witt

Eye On Solutions

Home

Admin

Providers

Logout

318 Longwood Drive

Pittsburgh, PA 15221

Site Overview

Last Service Date: March 3, 2001  
Next Service Date: May 6, 2001  
First Hit Date: June 12, 2000  
Station Count: 31  
Linear Footage: 145

Provider Update

We have recently changed our name to Witt Pest Management. This helps to demonstrate our commitment to service and to our customers.  
Spring marks the beginning of termite season. For more information on how to identify a termite and what to do if you see them, please [click here](#).

Figure 9C

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Logged In  
**John Doe**  
Current Time  
3/21/2001 12:35:41 PM  
Last Login  
3/20/2001 10:52:28 AM

**WITT**  
PEST MANAGEMENT  
Pest Management  
Reporting System

**Watch-Gard Systems**  
Sanitation Evaluation  
Reporting System

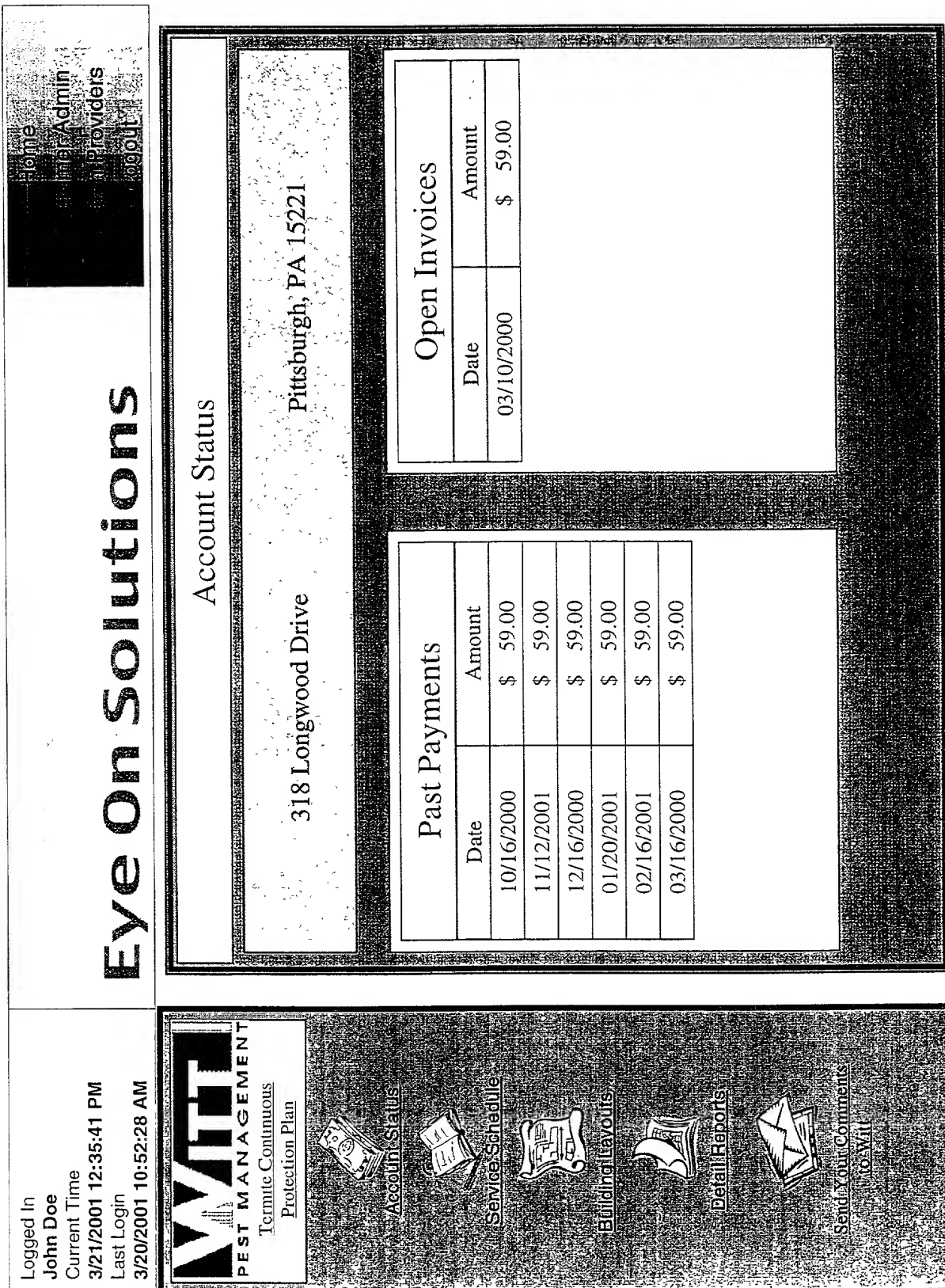
**SONITROL**  
Security Real-Time  
Reporting System

# Eye On Solutions

Select the Provider System at the left  
that you would like to access at this time

Home  
Admin  
Providers

Figure 9CC



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Figure 9D

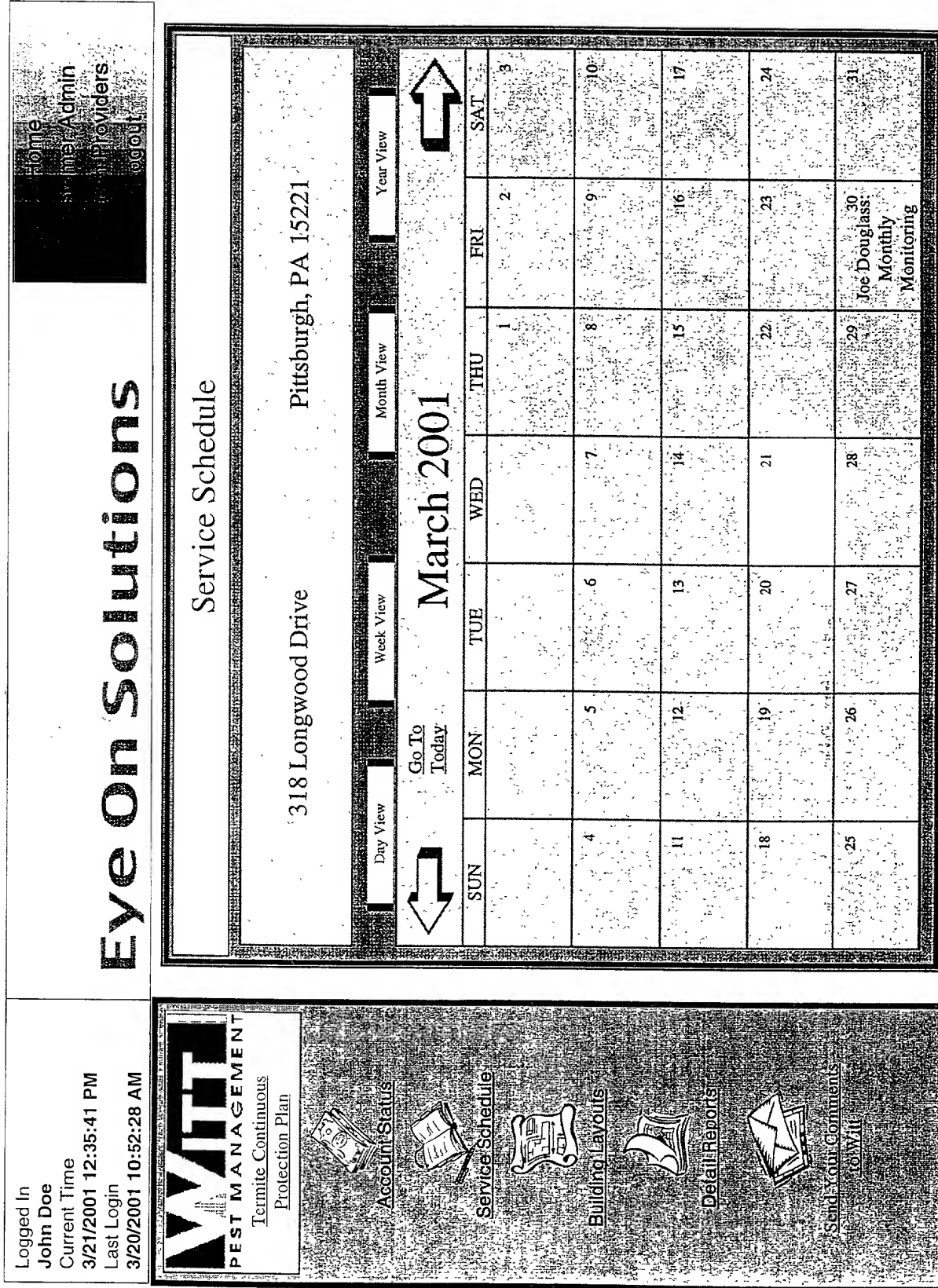


Figure 9E



Logged In  
**John Doe**  
Current Time  
3/21/2001 12:35:41 PM  
Last Login  
3/20/2001 10:52:28 AM

**WTT**  
PEST MANAGEMENT  
Termite Continuous  
Protection Plan

Account Status

Service Schedule

Building Layouts

Detail Reports

Send Your Comments  
to WTT

Home  
Admin  
Providers  
Logout

# Eye On Solutions

Building Layout

318 Longwood Drive  
Pittsburgh, PA 15221

1

2

3

4

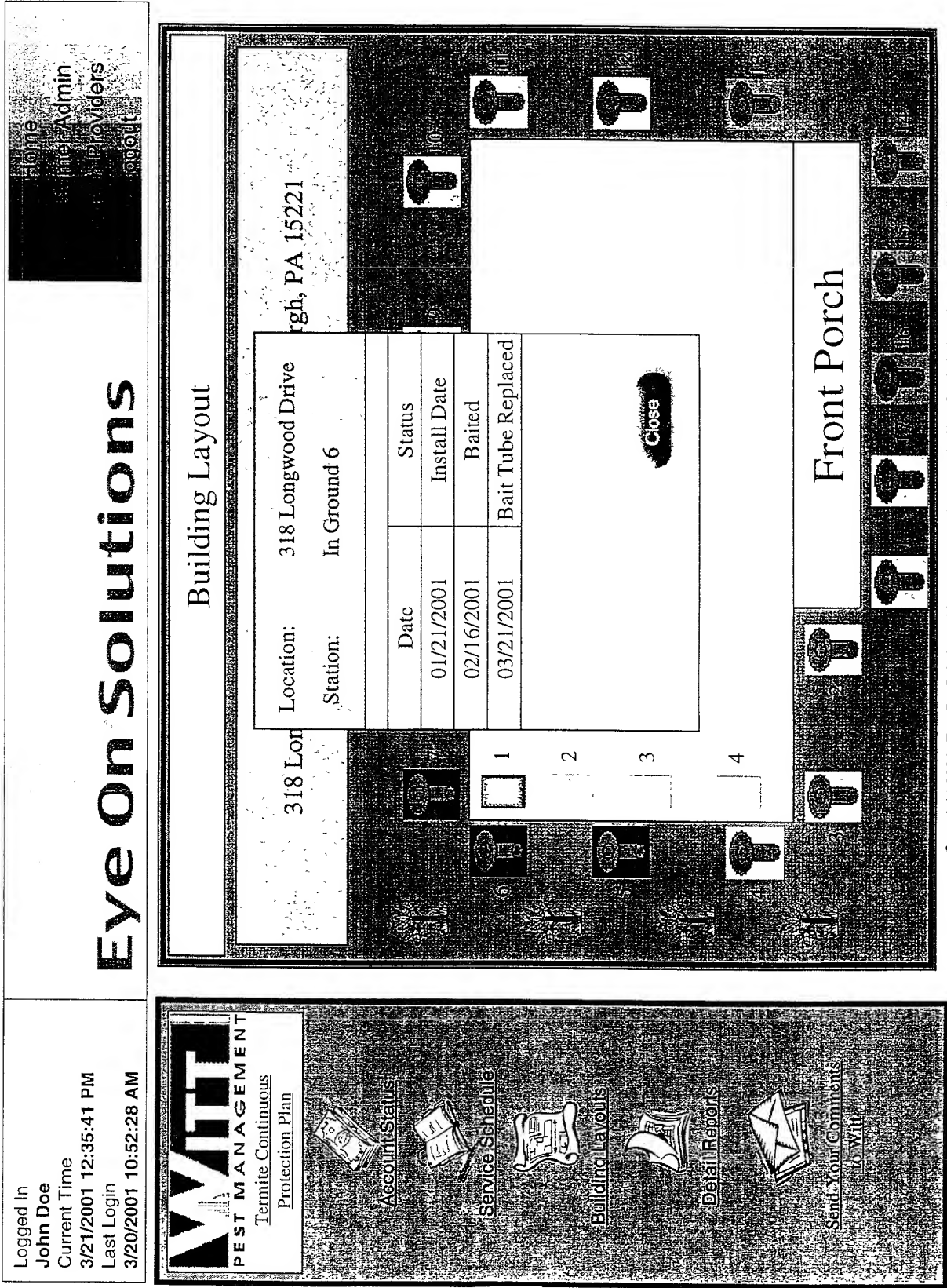
Rear Deck

Front Porch

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Figure 9F





Logged In  
**John Doe**  
Current Time  
3/21/2001 12:35:41 PM  
Last Login  
3/20/2001 10:52:28 AM

**WITT**  
PEST MANAGEMENT  
Termite Continuous  
Protection Plan

Account Status

Service Schedule

Building Layouts

Detail Reports

Send Your Comments  
to WITT

Home  
Admin  
Providers

# Eye On Solutions

Detail Report

318 Longwood Drive  
Pittsburgh, PA 15221

Detail Report - Enter Report Criteria

Property:

Station:

Service Period:

Service Date Range:

to

SUBMIT

RESET

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Figure 9H

Logged In  
John Doe  
Current Time  
3/21/2001 12:35:41 PM  
Last Login  
3/20/2001 10:52:28 AM

Home

Admin

Providers

WITT

PEST MANAGEMENT

Termite Continuous  
Protection Plan

Account Status

Service Schedule

Building Layouts

Detail Reports

Send Your Comments  
to WITT

Eye On Solutions

Detail Report

318 Longwood Drive  
Pittsburgh, PA 15221

Detail Report - Enter Report Criteria

Property:  
Service Period:  
Station:  
Service  
Date Range:

SUBMIT

RESET

In Ground 1  
In Ground 2  
In Ground 3  
In Ground 4  
In Ground 5  
In Ground 6  
In Ground 7

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Figure 9I

Logged In  
**John Doe**  
 Current Time  
 3/21/2001 12:35:41 PM  
 Last Login  
 3/20/2001 10:52:28 AM

**WMTT**  
**PEST MANAGEMENT**  
 Termite Continuous  
 Protection Plan

Account Status  
 Service Schedule  
 Building Layouts  
 Detail Reports  
 Send X Your Comments  
 to Will

Home  
 Admin  
 Providers  
 Logout

# Eye On Solutions

## Detail Report

318 Longwood Drive

Pittsburgh, PA 15221

### Detail Report - Enter Report Criteria

Property:

Service Period:

Station:

Service Date Range:

In Ground 6

01/01/2001 to 03/31/2001

SUBMIT

RESET

Figure 9J

# Witt Pest Management

3/23/2001 10:34:31 AM

## Termite Continuous Protection Plan

DETAIL REPORT

318 Longwood Drive

Pittsburgh, PA 15221

Close

33/60

<b>Station In Ground No. 6</b>				
Service Type: Continuous Protection			Service Date: 01/21/2001	
Unit	Value	Status	Condition of Termites	Conditions Found
In Ground 6	1	Install Date	N/A	N/A
<b>Station In Ground No. 6</b>				
Service Type: Continuous Protection			Service Date: 02/16/2001	
Unit	Value	Status	Condition of Termites	Conditions Found
In Ground 6	3	First Hit	Active	Leaking downspouts.
In Ground 6	3	Baited	N/A	N/A
<b>Station In Ground No. 6</b>				
Service Type: Continuous Protection			Service Date: 03/21/2001	
Unit	Value	Status	Condition of Termites	Conditions Found
In Ground 6	2	Bait tube replaced	Termites changing color to milky white.	Leaking downspouts.

Figure 9K








<div>Logged In <b>John Doe</b> Current Time 3/21/2001 12:35:41 PM Last Login 3/20/2001 10:52:28 AM</div>	<div><b>Eye On Solutions</b></div> <div>Home Admin Providers Logout</div>
<div><b>WMTT</b> PEST MANAGEMENT Termite Continuous Protection Plan</div> <div> Account Status  Service Schedule  Building Layouts  Detail Reports  Send Your Comments to WMTT</div>	
<div>318 Longwood Drive Pittsburgh, PA 15221</div>	
<div>Enter your comments and click send</div> <div>Subject: <input type="text"/></div> <div>Message: <input type="text"/></div> <div><input type="button" value="SUBMIT"/> <input type="button" value="RESET"/></div>	

Figure 9L

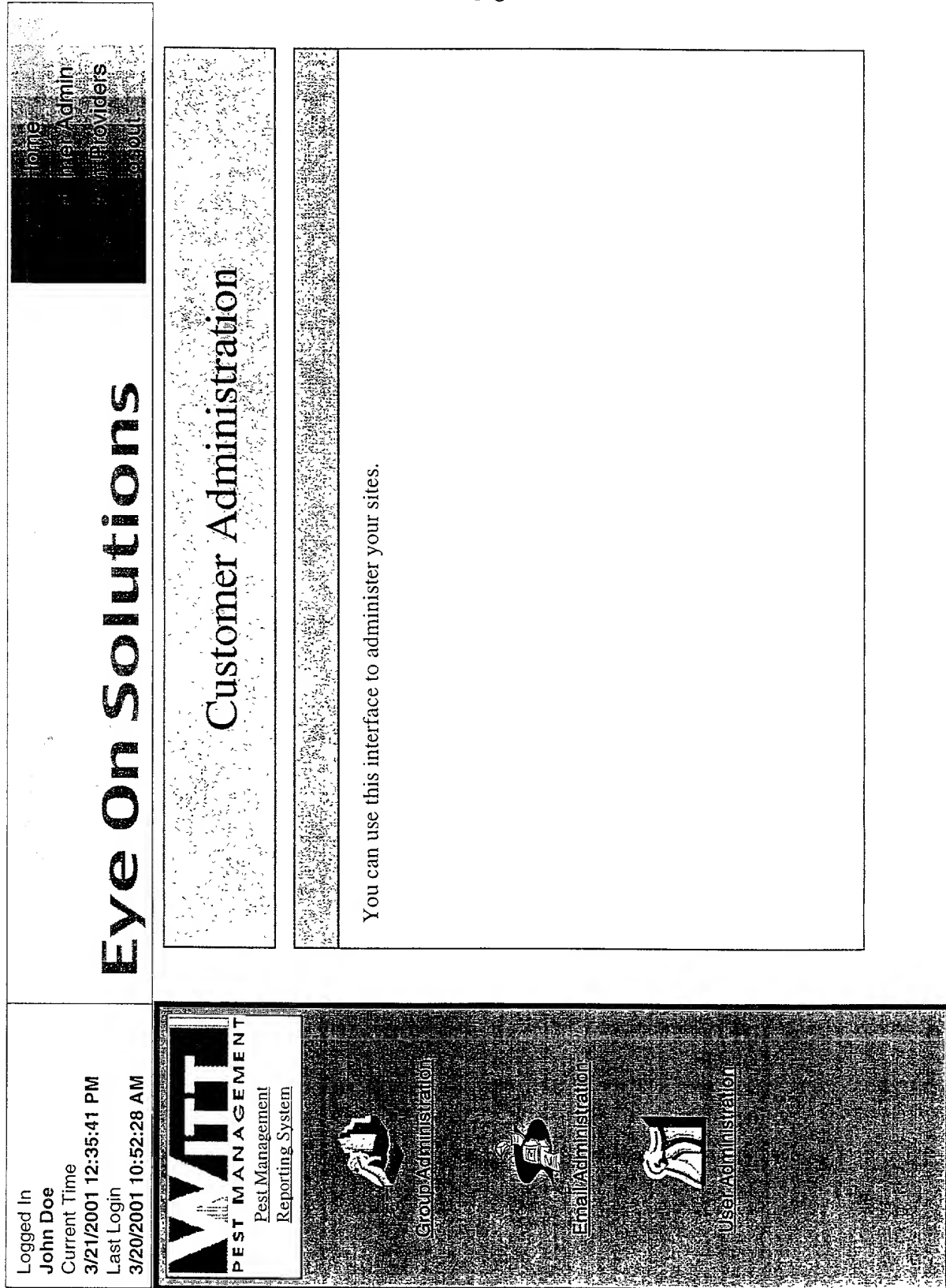


Figure 10A

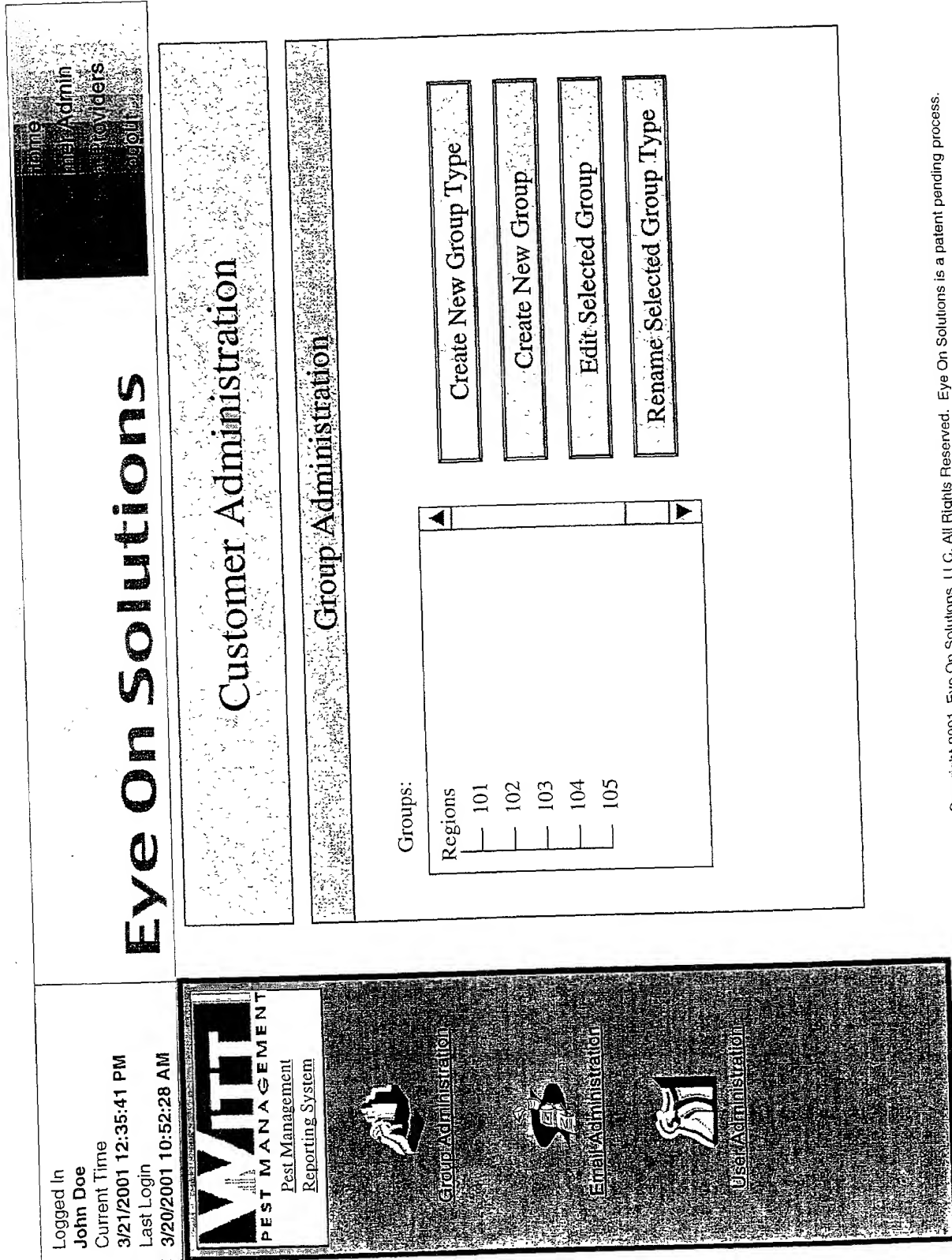


Figure 10B



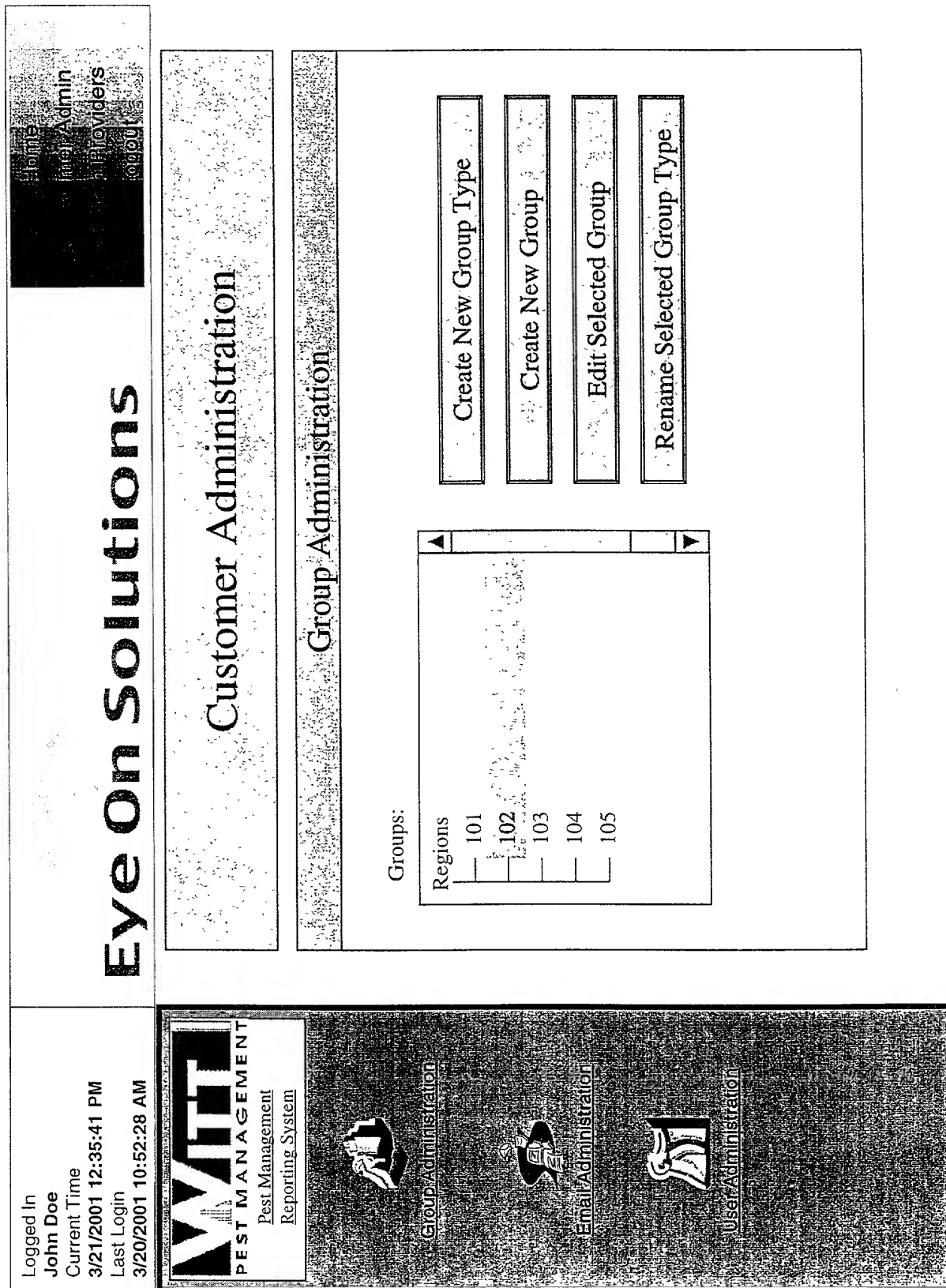


Figure 10C

Logged In  
John Doe  
Current Time  
3/21/2001 12:35:41 PM  
Last Login  
3/20/2001 10:52:28 AM

**Eye On Solutions**

Home  
Inter Admin  
Providers  
About

**Customer Administration**

**Group Administration**

Group Name: 102

Available Units:

Stores

- 10: Georgetown
  - Departments
  - Bakery
  - Deli
  - Prepared Foods
- 15: Arlington
  - Departments

Selected Units:

Stores

- 20: Clarendon
  - Departments
  - Bakery
  - Deli
  - Prepared Foods
- 25: Rockville
  - Departments

SUBMIT

RESET

**WITT**  
PEST MANAGEMENT  
Pest Management  
Reporting System

Group Administration

Email Administration

User Administration

Figure 10D

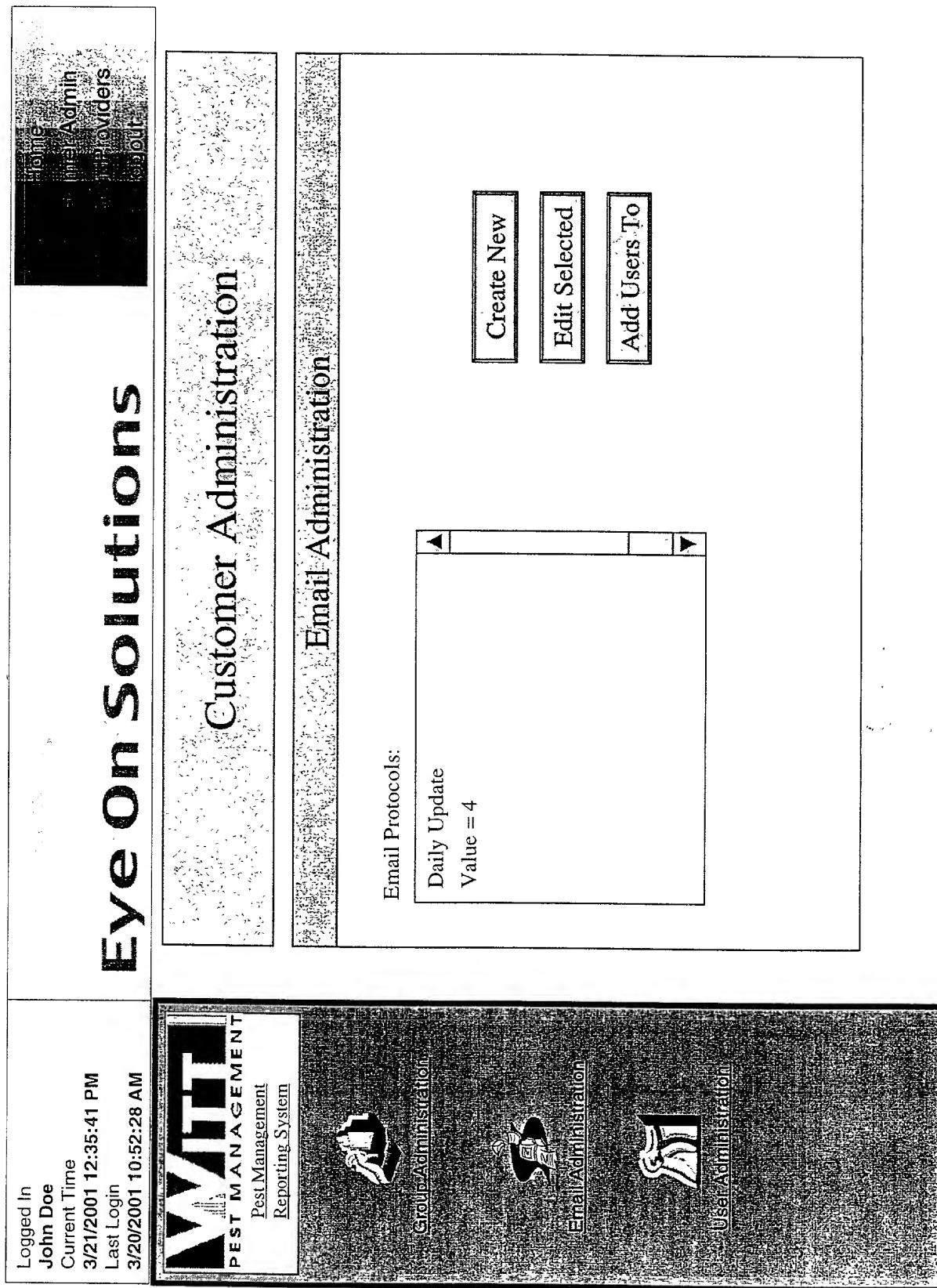





Figure 10E

Logged In  
John Doe  
Current Time  
3/21/2001 12:35:41 PM  
Last Login  
3/20/2001 10:52:28 AM

WITT  
PEST MANAGEMENT  
Pest Management  
Reporting System

Group Administration

Email Administration

User Administration

Home  
Email Admin  
Providers  
Logout

# Eye On Solutions

Customer Administration

Email Administration

Email Protocols: Weekly Summary

Frequency:  Day:

Trigger:  Value:

SUBMIT


RESET


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Figure 10F

Logged In  
John Doe  
Current Time  
3/21/2001 12:35:41 PM  
Last Login  
3/20/2001 10:52:28 AM

WITT  
PEST MANAGEMENT  
Pest Management  
Reporting System

  
Group Administration

  
Email Administration

  
User Administration

Home  
Admin  
Providers

Eye On Solutions

Customer Administration

Email Administration

Email Protocols:

Weekly Summary

Frequency:

Any  
Daily  
Weekly  
Monthly

Day:Value:

Trigger:

SUBMIT

RESET


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Figure 10G


[Home](#)  
[Admin](#)  
[Providers](#)  
[Logout](#)

# Eye On Solutions


Logged In  
**John Doe**  
 Current Time  
 3/21/2001 12:35:41 PM  
 Last Login  
 3/20/2001 10:52:28 AM




WTT  
 PEST MANAGEMENT  
 Pest Management  
 Reporting System



Group Administration



Email Administration



User Administration

Customer Administration

Email Administration

Weekly Summary

Email Protocols:

Frequency:

Day: 

S	M	T	W	T	F	S
25	26	27	28	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

Value:

Figure 10H



Logged In  
**John Doe**  
 Current Time  
 3/21/2001 12:35:41 PM  
 Last Login  
 3/20/2001 10:52:28 AM

[Home](#)  
[Intr./Admin](#)  
[Intr./Providers](#)  
[Logout](#)

# Eye On Solutions

## Customer Administration

### Email Administration

Email Protocols: **Weekly Summary**

Frequency: **Weekly** Day: **Every Monday begin 3/26/01**

Trigger:

▼	▼	▼
Any	Group	Unit
Value		

Value:

Figure 10I

Logged In  
John Doe  
Current Time  
3/21/2001 12:35:41 PM  
Last Login  
3/20/2001 10:52:28 AM

WIT  
PEST MANAGEMENT  
Pest Management  
Reporting System

Group Administration

Email Administration

User Administration

Home  
Admin  
Providers  
Logout

# Eye On Solutions

Customer Administration

Email Administration

Email Protocols: Weekly Summary

Frequency: Weekly Day: Every Monday begin 3/26/01

Trigger: Group Value: Region: 101

SUBMIT RESET

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Figure 10J



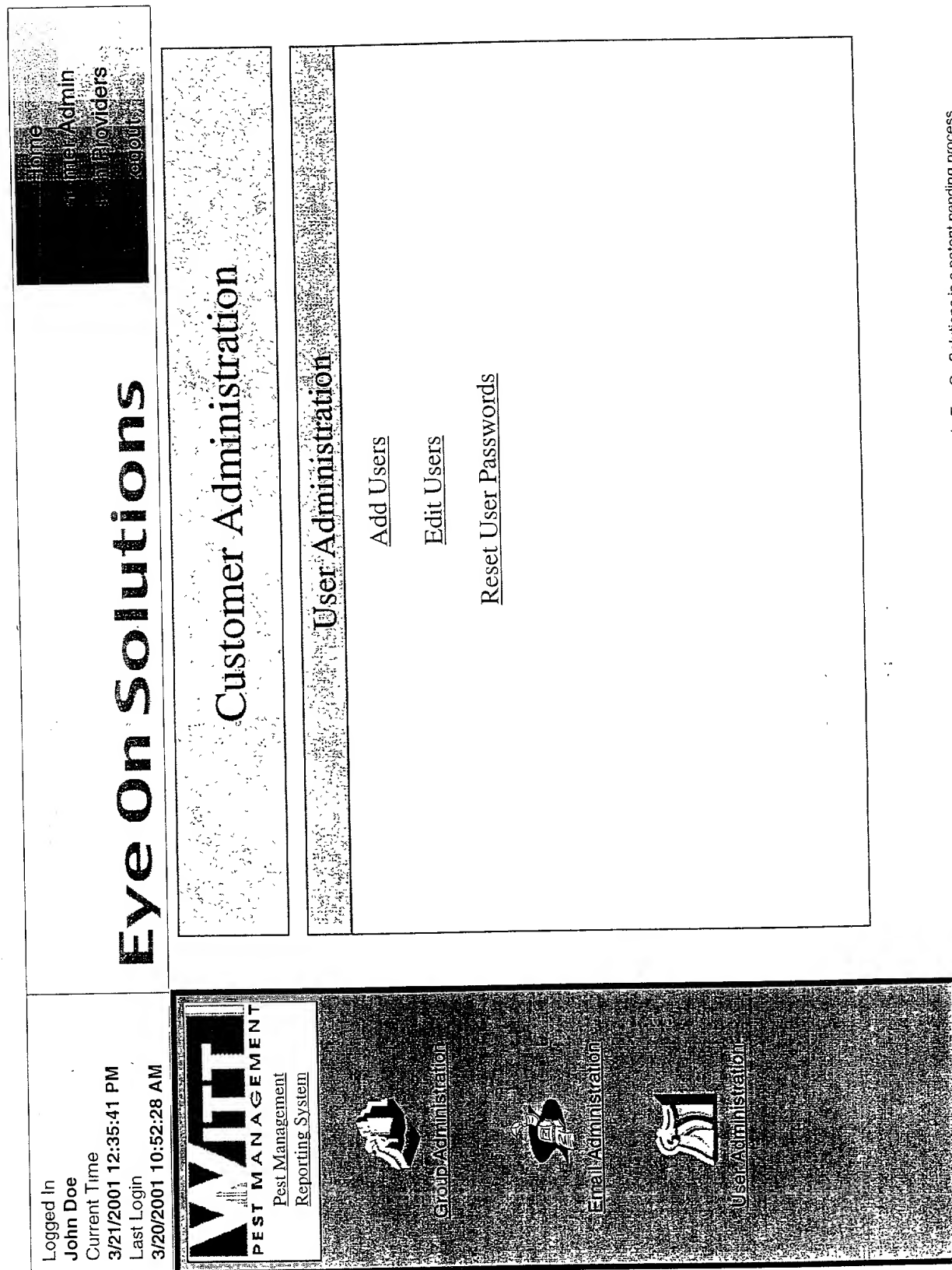


Figure 10K

Logged In <b>John Doe</b> Current Time 3/21/2001 12:35:41 PM Last Login 3/20/2001 10:52:28 AM		Home Admin Providers Logout	
<h1>Eye On Solutions</h1>			
<h2>Customer Administration</h2>			
<h3>User Administration</h3>			
User Information	Groups Assignments	Functional Areas	Email Notification
UserName: <input type="text"/> First Name: <input type="text"/> Address 1: <input type="text"/> Address 2: <input type="text"/> City: <input type="text"/> Phone: <input type="text"/> Mobile: <input type="text"/>	Email Address: <input type="text"/> Last Name: <input type="text"/> State: <input type="text"/> <input type="text"/> Zip: <input type="text"/> Fax: <input type="text"/> Pager: <input type="text"/>	<div> <input type="button" value="SUBMIT"/> <input type="button" value="RESET"/> </div> <p>* Entries marked in Red are required.</p>	

Figure 10L

Logged In  
John Doe  
Current Time  
3/21/2001 12:35:41 PM  
Last Login  
3/20/2001 10:52:28 AM

Home  
Enter Admin  
Providers  
Logout

# Eye On Solutions

## Customer Administration

### User Administration

User Information	Groups Assignments	Functional Areas	Email Notification
<p>UserName: <input type="text" value="jdoe"/></p> <p>First Name: <input type="text" value="John"/></p> <p>Address 1: <input type="text" value="Store #35"/></p> <p>Address 2: <input type="text" value="123 Main Street"/></p> <p>City: <input type="text" value="Pittsburgh"/></p> <p>Phone: <input type="text" value="412-555-1234"/></p> <p>Mobile: <input type="text"/></p>	<p>Email Address: <input type="text" value="jdoe@aol.com"/></p> <p>Last Name: <input type="text" value="Doe"/></p>	<p>State: <input type="text" value="PA"/> Zip: <input type="text" value="15217"/></p> <p>Fax: <input type="text" value="412-555-4321"/></p> <p>Pager: <input type="text"/></p>	<p><input type="button" value="SUBMIT"/></p> <p><input type="button" value="RESET"/></p>

\* Entries marked in Red are required.

**WITT**  
PEST MANAGEMENT  
Pest Management  
Reporting System

Group Administration

Email Administration

User Administration

Figure 10M






<p>Logged In John Doe Current Time 3/21/2001 12:35:41 PM Last Login 3/20/2001 10:52:28 AM</p>	<p>Home Admin Providers Logout</p>															
<p><b>WITT</b> PEST MANAGEMENT Pest Management Reporting System</p>																
<h1>Eye On Solutions</h1>																
<div>  <p>Group Administration</p>  <p>Email Administration</p>  <p>User Administration</p> </div>																
<div> <h2>Customer Administration</h2> <h2>User Administration</h2> <p>Are you sure that you want to submit this new user? Review the user information that you submitted below and click yes to submit. After you accept this information, the system will generate a random password for this user and send an email to the email address provided instructing the user to log in to the system with the newly generated password. Once logged in, the user will be given the opportunity to change the system generated password.</p> <table border="1"> <tr> <td>UserName: jdoc</td> <td>Address 1: Store #35</td> <td>Phone: 412-555-1234</td> </tr> <tr> <td>First Name: John</td> <td>Address 2: 123 Main Street</td> <td>Fax: 412-555-4321</td> </tr> <tr> <td>Last Name: Doe</td> <td>City: Pittsburgh</td> <td>Mobile: N/A</td> </tr> <tr> <td>Email: jdoe@aol.com</td> <td>State: PA</td> <td>Pager: N/A</td> </tr> <tr> <td></td> <td>Zip: 15217</td> <td></td> </tr> </table> <div> <input type="button" value="YES"/> <input type="button" value="NO"/> </div> </div>		UserName: jdoc	Address 1: Store #35	Phone: 412-555-1234	First Name: John	Address 2: 123 Main Street	Fax: 412-555-4321	Last Name: Doe	City: Pittsburgh	Mobile: N/A	Email: jdoe@aol.com	State: PA	Pager: N/A		Zip: 15217	
UserName: jdoc	Address 1: Store #35	Phone: 412-555-1234														
First Name: John	Address 2: 123 Main Street	Fax: 412-555-4321														
Last Name: Doe	City: Pittsburgh	Mobile: N/A														
Email: jdoe@aol.com	State: PA	Pager: N/A														
	Zip: 15217															

Figure 10N

<p>Logged In John Doe Current Time 3/21/2001 12:35:41 PM Last Login 3/20/2001 10:52:28 AM</p>	<h1>Eye On Solutions</h1>	<div>Home Inet Admin Providers Logout</div>
<h2>Customer Administration</h2>		
<h2>User Administration</h2>		
<p>Select a user to edit:</p> <div><div></div><div>▼</div></div> <div>SUBMIT</div>		

**WITT**  
PEST MANAGEMENT  
Pest Management  
Reporting System

  
Group Administration

  
Email Administration


  
User Administration

Figure 100

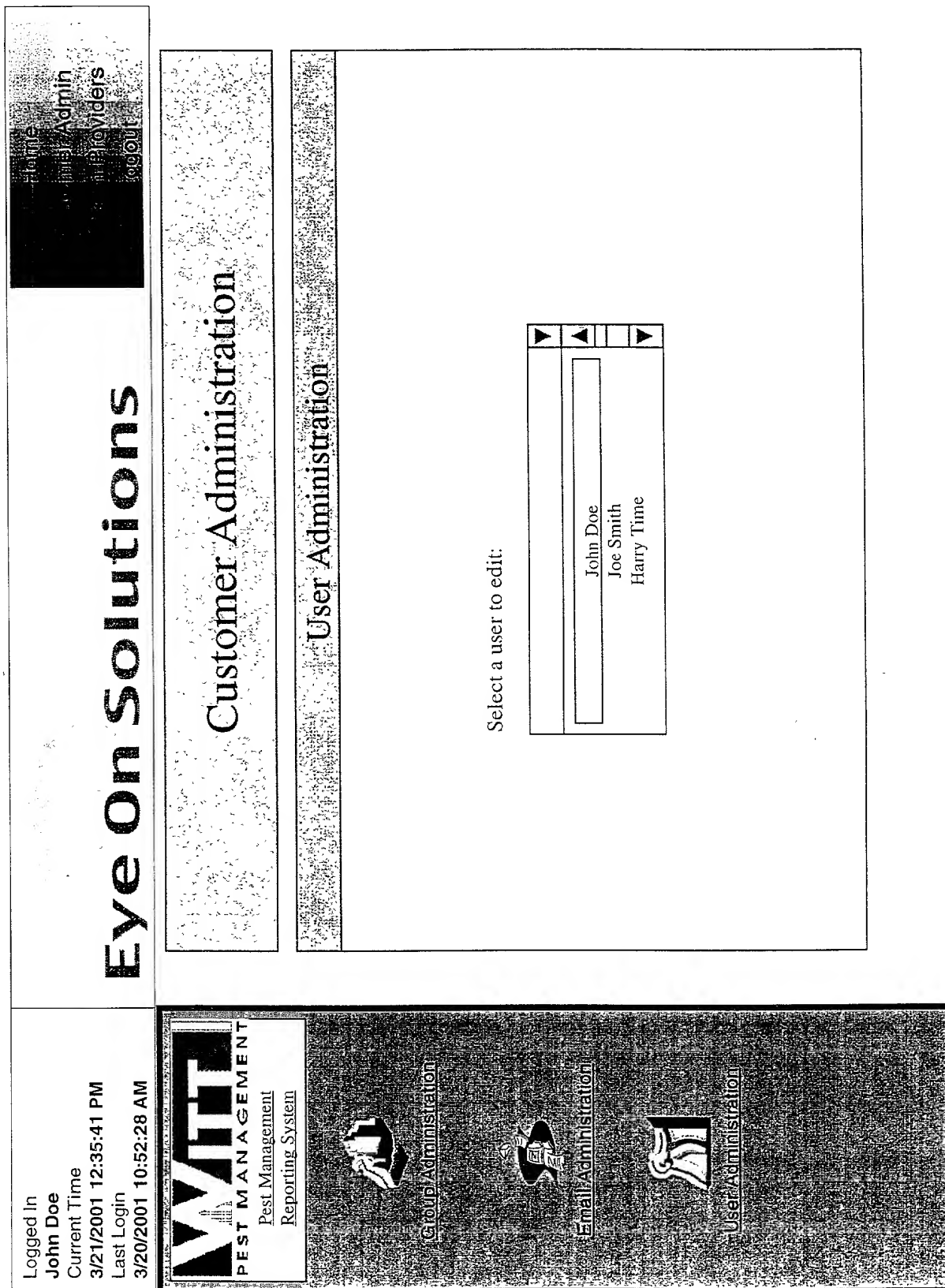



Figure 10P




<p>Logged In <b>John Doe</b> Current Time 3/21/2001 12:35:41 PM Last Login 3/20/2001 10:52:28 AM</p>	<h1>Eye On Solutions</h1> <div><div>Home</div><div>Enter Admin</div><div>Providers</div><div>Logout</div></div>
<div><div><b>WMT</b> PEST MANAGEMENT Pest Management Reporting System</div><div><div>Group Administration</div><div>Email Administration</div><div>User Administration</div></div></div>	
<div><div>Customer Administration</div><div>User Administration</div></div>	
<div><p>Select a user to edit:</p><div>John Doe ▼</div><div>SUBMIT</div></div>	

Figure 10Q



Logged In  
John Doe  
Current Time  
3/21/2001 12:35:41 PM  
Last Login  
3/20/2001 10:52:28 AM

**WMT**  
PEST MANAGEMENT  
Pest Management  
Reporting System

Group Administration  
Email Administration  
User Administration

John Doe  
Admin  
Providers  
Logout

# Eye On Solutions

## Customer Administration

User Administration	
User Information	Groups Assignments
UserName: <input type="text" value="jdoe"/>	Email Address: <input type="text" value="jdoe@aol.com"/>
First Name: <input type="text" value="John"/>	Last Name: <input type="text" value="Doe"/>
Address 1: <input type="text" value="Store #35"/>	
Address 2: <input type="text" value="123 Main Street"/>	
City: <input type="text" value="Pittsburgh"/>	State: <input type="text" value="PA"/> Zip: <input type="text" value="15217"/>
Phone: <input type="text" value="412-555-1234"/>	Fax: <input type="text" value="412-555-4321"/>
Mobile: <input type="text"/>	Pager: <input type="text"/>
<div><input type="button" value="SUBMIT"/> <input type="button" value="RESET"/></div>	


\* Entries marked in Red are required.


Figure 10R




Logged In  
**John Doe**  
Current Time  
3/21/2001 12:35:41 PM  
Last Login  
3/20/2001 10:52:28 AM

**WITT**  
PEST MANAGEMENT  
Pest Management  
Reporting System

  
Group Administration

  
Email Administration

  
User Administration

Home  
Admin  
Providers  
Logout

# Eye On Solutions

## Customer Administration

User Administration

User Information

Groups Assignments

Functional Areas

Email Notification

User:  
Doe, John

Available Groups:  
Region 101  
Region 102  
Region 103  
Region 105

Selected Groups:  
Region 104

SUBMIT

RESET

\* Entries marked in Red are required.

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Figure 10S

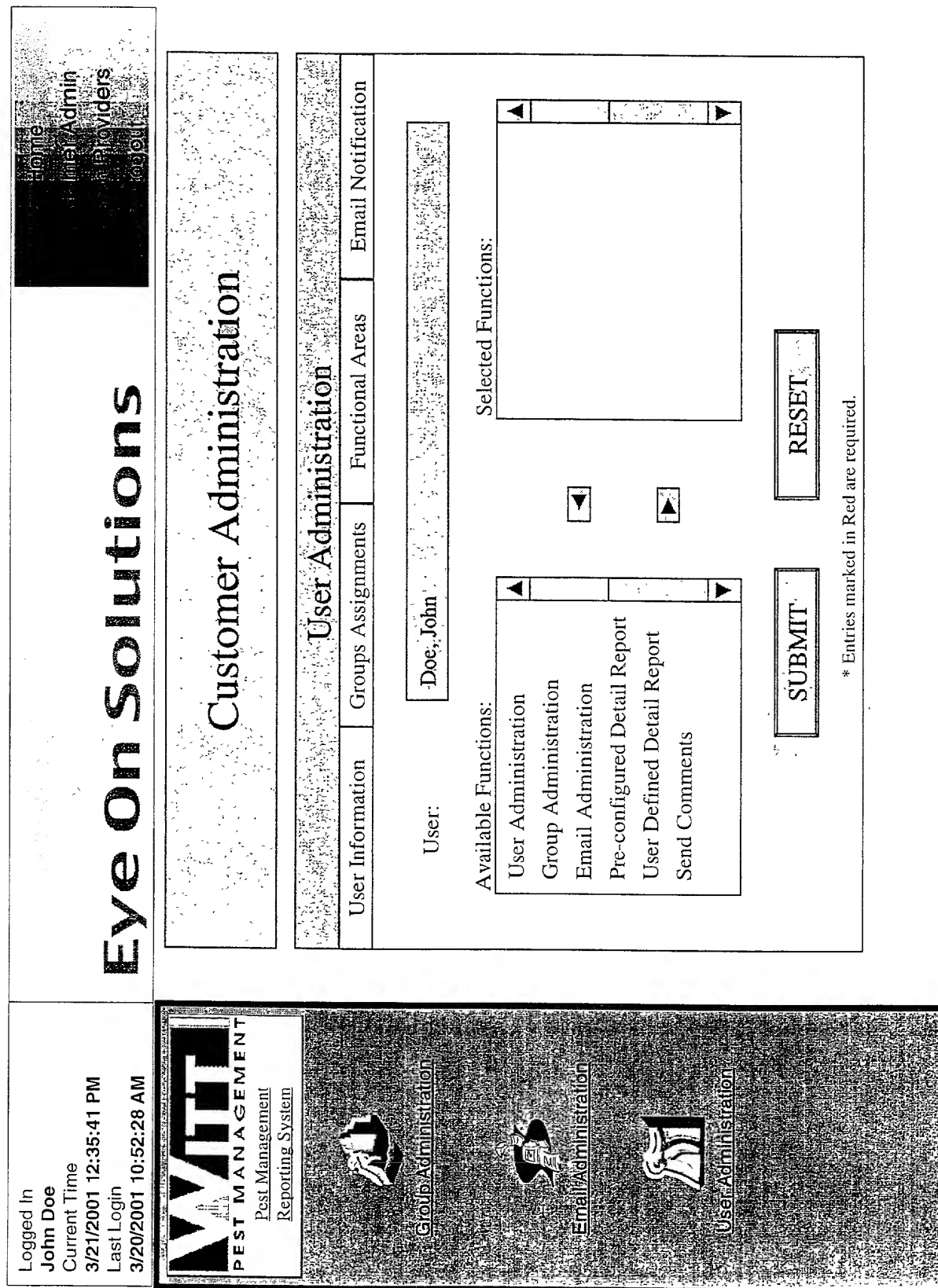


Figure 10T

Logged In  
John Doe  
Current Time  
3/21/2001 12:35:41 PM  
Last Login  
3/20/2001 10:52:28 AM

WITP  
PEST MANAGEMENT  
Pest Management  
Reporting System

Group Administration

Email Administration

User Administration

Home  
Admin  
Providers  
Logout

# Eye On Solutions

Customer Administration

User Administration

User InformationGroups AssignmentsFunctional AreasEmail Notification

User:

Doe, John

Available Email Groups:

Daily Update  
Value = 4  
Weekly Summary

Selected Email Groups:

SUBMIT

RESET

\* Entries marked in Red are required.

Figure 10U

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<div>Logged In John Doe Current Time 3/21/2001 12:35:41 PM Last Login 3/20/2001 10:52:28 AM</div> <div><a href="#">Group Administration</a><a href="#">Email Administration</a><a href="#">User Administration</a></div>	<div>Home Main Admin Providers Logout</div> <div><h1>Eye On Solutions</h1></div> <div>Customer Administration</div> <div>User Administration</div> <div>Select a user: <input type="text"/> or <a href="#">Reset all user passwords</a></div> <div><input type="button" value="SUBMIT"/></div>
---	--

Figure 10V

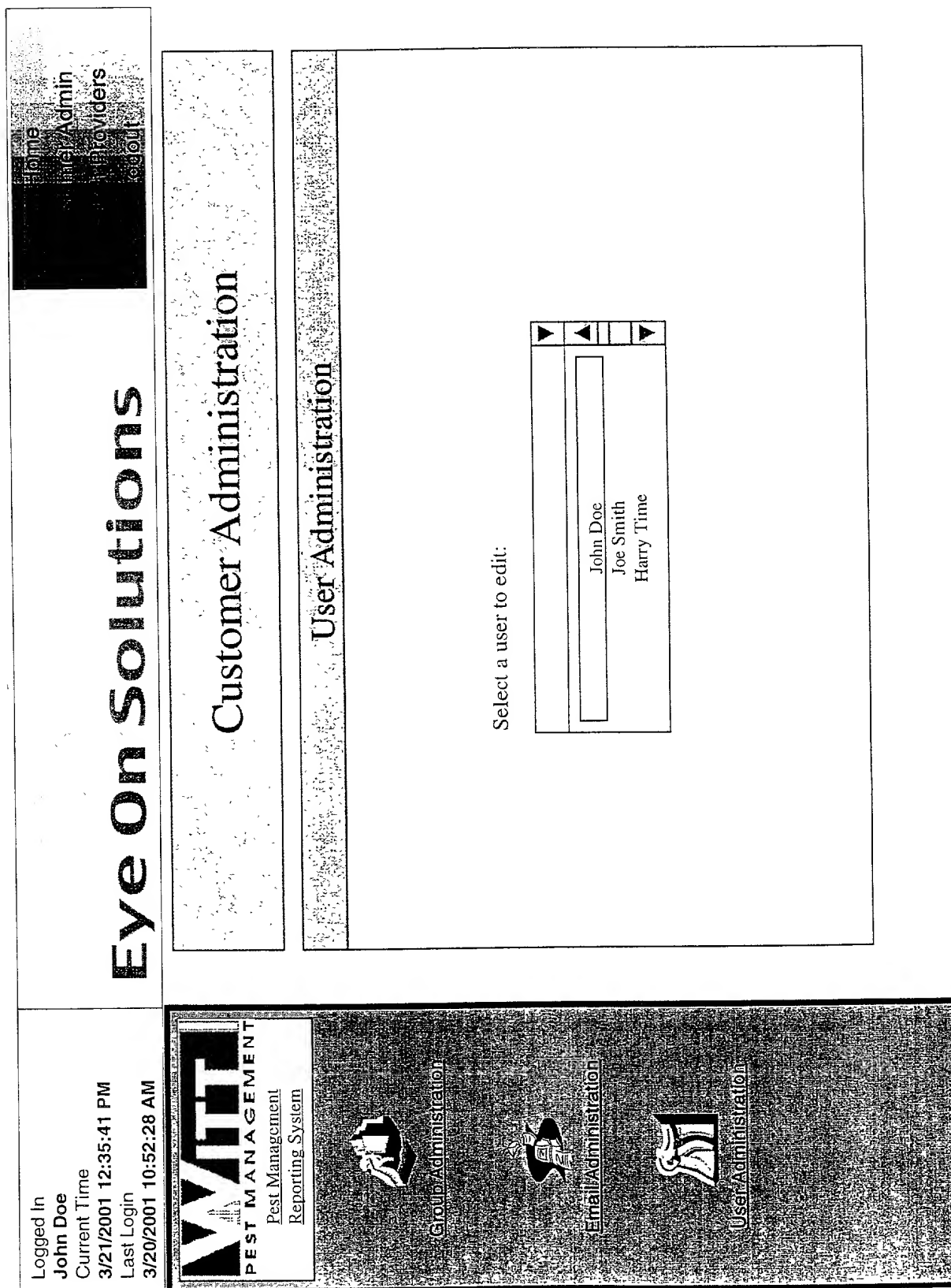


Figure 10W





<div>Home Admin Providers Logout</div>	
<h1>Eye On Solutions</h1>	
<div>Logged In <b>John Doe</b> Current Time 3/21/2001 12:35:41 PM Last Login 3/20/2001 10:52:28 AM</div>	<div><div>Group Administration</div><div>Email Administration</div><div>User Administration</div></div>
<div>Customer Administration</div>	
<div>User Administration</div>	
<div>Select a user to edit: <div>John Doe ▼</div><div>SUBMIT</div></div>	

Figure 10X

<p>Logged In <b>John Doe</b> Current Time 3/21/2001 12:35:41 PM Last Login 3/20/2001 10:52:28 AM</p>	<p><b>Eye On Solutions</b></p>	<p>Home Enter Admin Providers Logout</p>
<p><b>Customer Administration</b></p>		
<p><b>User Administration</b></p>		
<p>Are you sure that you want to reset the user passwords for the user(s) listed below? After you accept this information, the system will generate a random password for this user and send an email to the email address provided instructing the user to log in to the system with the newly generated password. Once logged in, the user will be given the opportunity to change the system generated password.</p>		
<p>jdoe</p>		
<p><input type="button" value="YES"/> <input type="button" value="NO"/></p>		

Figure 10Y







<p>Logged In John Doe Current Time 3/21/2001 12:35:41 PM Last Login 3/20/2001 10:52:28 AM</p>	<p><b>Eye On Solutions</b></p> <p>Home Admin Providers</p>
<div>  <div>  Group Administration   Email Administration   User Administration                 </div> </div>	
<div> <h2>Customer Administration</h2> <h3>User Administration</h3> <p>Are you sure that you want to reset the user passwords for the user(s) listed below?                      After you accept this information, the system will generate a random password for this user and send an email to the email address provided instructing the user to log in to the system with the newly generated password. Once logged in, the user will be given the opportunity to change the system generated password.</p> <div>Reset all user passwords</div> <div> <input type="button" value="YES"/> <input type="button" value="NO"/> </div> </div>	

Figure 10Z